YQAD

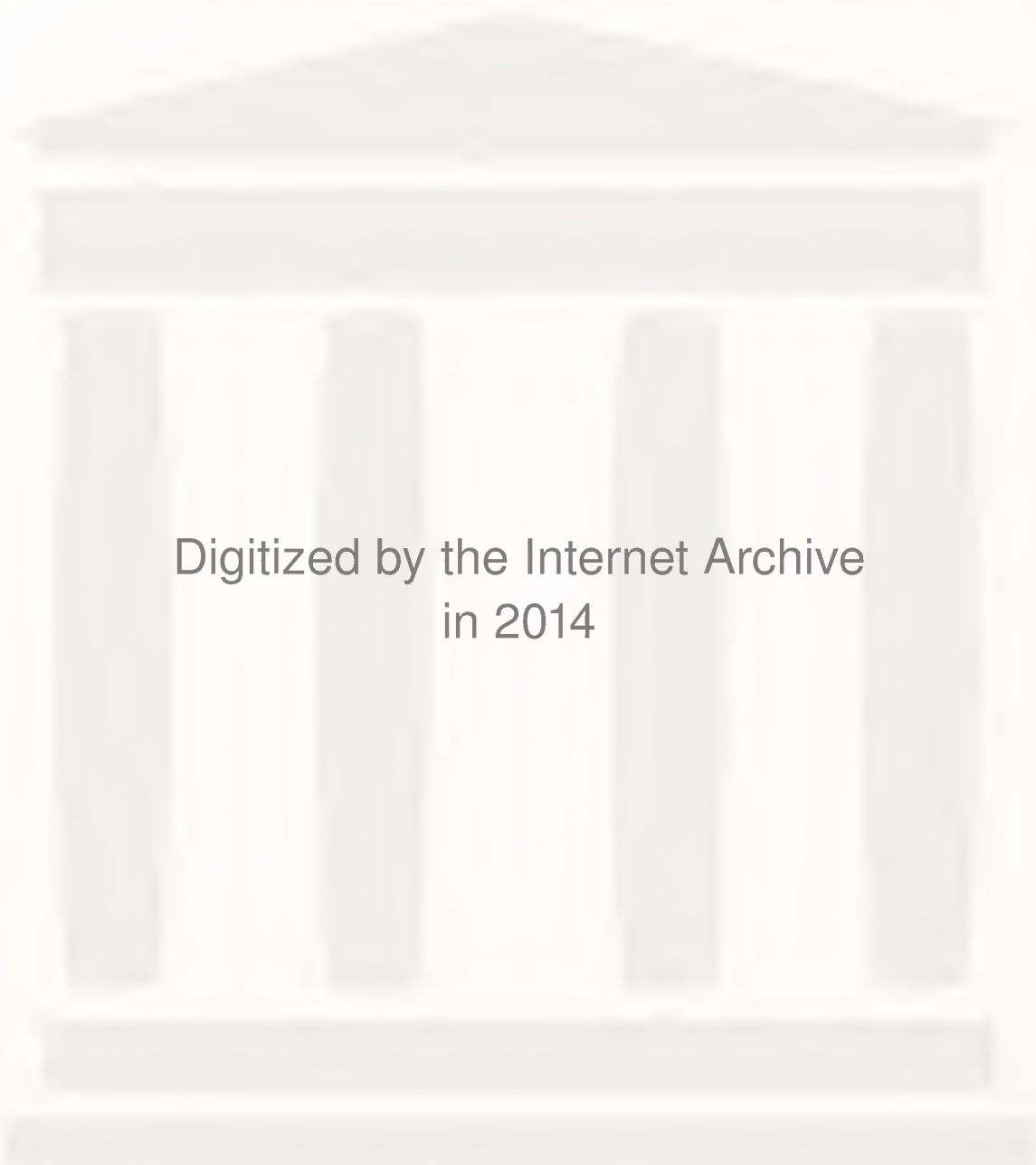
IBM Field Service Versus

The Rest in Benelux

Prepared For:

IBM Nederland N.V.
Johan Huizingalaan 257
1066 A.P. Amsterdam
Netherlands

FEBRUARY 1984


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INPUT, LTD.

AIRWORK HOUSE, 35 PICCADILLY, LONDON WIV 9PB
TEL NO.: 01-439 8985, TELEX: 23116

Mr J.J.M. van Son,
Director of Customer Engineering,
IBM Nederland N.V.
Johan Huizingalaan 257,
1066 A.P. Amsterdam,
Netherlands.

20th February 1984

Dear Mr Van Son,

Enclosed is the INPUT Ltd. report analysing IBM vis a vis other competition within the Benelux countries.

IBM was compared with 39 other competitors in the same markets. In the basic data sheets figures in parentheses are the number of respondents:-

Conclusions:

. IBM in the Benelux countries is highly regarded for large systems service, system software, word processor microcomputers and data communications service but is closely equivalent to other respected service vendors in small systems, peripherals and terminal (Exhibit A).

. Benelux IBM customers say: (Exhibits B-I)

- Software service is the worst feature of IBM service.
- Recommended improvements are needed in software service.
- The most positive aspect of IBM service is the quality of engineer.
- That preventive maintenance is necessary.
- Few discounts for service are offered.
- They favor remote diagnostics.
- Third party maintenance is of little interest.
- Interruptions in their work annoy them most about IBM service.

INPUT Ltd thanks you for your continuing interest in its Field Service research and for the opportunity to provide this study.

Enclosed is Invoice E840 for £800.

DIRECTORS: P.A. CUNNINGHAM (U.S.A.), P.E. CUNNINGHAM, K.W.L. HOCKING
Registered Office: ROLLS HOUSE, 7 ROLLS BUILDING, FETTER LANE, LONDON EC4A INH
Registered in England No.: 1470416

Thank you.

Yours sincerely,

A.H. Thomas,
Principal Consultant.

encs.

EXHIBIT A

Overall Quality of Service - Benelux

(1 = low, 5 = average, 10 = excellent)

Vendor	Large Systems	Small Systems	Peripheral & Terminals	Data Comm.	Micro Comp.	Word Proc.	System Software
IBM	7.8	7.9	7.9	8.0	6.5	8.0	7.4
APPLE					5.1		
BASF			9.0				
BEEHIVE			8.0				
BURROUGHS	6.0	3.5	6.3	7.5			6.7
CANON		9.0			7.0		
CDC	5.5				10.0		
CODEX				7.3			
CIT						9.0	
COMPUCORP					1.0		
DATA GENERAL	7.0		7.0				5.0
DATAPOINT						5.0	
DEC		6.7	7.0				8.0
ERICSSON		6.0	7.0				5.0
HAZLETINE			10.0				
HEWLETT-PACKARD		8.0					
HONEYWELL	6.5	8.0	6.8	8.0		6.5	8.0
ICL	7.0	8.3	7.0			7.0	7.0
ITT			9.5	8.0			
LEXITON						8.0	
MEMOREX			7.0	8.0			
MICROM				7.0			
NCR		5.0	5.0				5.0
NIXDORF		6.5					5.0
PARADYNE				6.0			
PHILLIPS		8.0	8.0			8.0	

EXHIBIT A (Continued)

Overall Quality of Service - Benelux

(1 = low, 5 = average, 10 = excellent)

Vendor	Large Systems	Small Systems	Peripheral & Terminals	Data Comm.	Micro Comp.	Word Proc.	System Softwar
PRODATA						7.0	
RAYTHEON			8.0				
RTT				6.5			
RACAL				8.4			
SIEMENS	6.8	8.0	6.3	8.0	5.0		5.0
STC			8.0				
SYSTIME						2.0	
TEKTRONIX			8.0				
TELETYPE			8.0				
TELEX			7.0				
TELINDUS				8.5			
UNIVAC	5.0	5.0	5.0				5.0
WORDPLEX						6.5	
WANG		8.0				8.0	
Average:							
Score (ex-IBM)	6.3	6.9	7.4	7.6	5.6	6.7	6.0
IBM Score	7.8	7.9	7.9	8.0	6.5	8.0	7.4
IBM Rank	1	8	9	2	3	2	3

EXHIBIT B

Worst Features of IBM Service

BENELUX

Problem	% of Responses
Intermittent Failures	7%
Lack of Expertise	16%
Availability of Spares	11%
Offshift Coverage	5%
Software Service	22%
PM - No show	5%
Price	6%
Response	15%
Nothing	14%
	100%

19 Responses

EXHIBIT C

Charges Recommended

By IBM Users - Benelux

For Service Improvements

Improvement	Recommended by % of respondents
Nothing	14%
Better Software Staff	21%
Other:	65%
Better off-shift coverage	
Constant Service Group	
Respect delivery planning	
More customer oriented	
Guarantee more service	
Better communications	
	100%

14 Responses

EXHIBIT D

Most Positive Aspects of Service -
IBM Users - Benelux

Positive Aspect	Percent Mentions
Quality of Engineer	32%
Response Time	27%
Other:	41%
Test Equipment	
Failure Rate	
Reliability	
Staff Flexibility	
	100%

22 responses

EXHIBIT E

Benelux IBM User Attitude

Toward Preventive Maintenance

Positive	Negative
81%	19%

16 responses

EXHIBIT F

Discounts Received by
IBM Maintenance Users - Benelux

No Discount	Discount
82%	18%

17 Responses

EXHIBIT G

Attitude of IBM Users in Benelux
Towards Remote Diagnostics

Positive	Negative
58%	42%

19 responses

EXHIBIT H

IBM Users in Benelux
Consideration of TPM

Not Considered	80%
Considering	10%
Using TPM now	10%
	100%

20 responses

EXHIBIT I

Benelux IBM Users' Annoyances with Service

Interrupts in productivity and operation	36%
Price	14%
Other:	50%
Intermittant Failures	
No show for PM	
Leaving problem before fix	
New releases not supplied properly	
Software	
	100%

14 Responses

IBM

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			7.5	7.8	7.2	7.6	6.3	6.7	4.5	6.2	5.5	7.3	8.3
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			7.9	7.9	8.3	8.4	6.1	5.5	5.1	7.2	7.0	8.0	8.4
Peripherals and Terminals	Self explanatory			7.9	7.9	7.4	8.2	7.3	5.4	4.6	6.8	6.4	7.6	8.1
Data Communications	Modems Multiplexers Tech Control			8.0	8.0	8.3	8.3	6.5	3.7	6.7	7.8	7.3	8.3	9.0
OFFICE PRODUCTS: Personal Computer	Self explanatory			1.5	9.0	9.0	7.5	5.5	10.0	—	8.0	8.0	8.0	10.0
OFFICE PRODUCTS: Word Proc.	Self explanatory			8.0	8.0	7.0	10.0	10.0	10.0	—	8.0	8.0	8.0	10.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			7.4	7.4	6.9	8.0	6.8	6.8	4.8	6.9	6.3	7.2	7.6
SOFTWARE: Applic.	Self explanatory			6.7	6.3	6.7	—	7.0	9.0	7.0	7.0	7.3	6.3	8.3

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%						PRICING					
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems	7.4	9.1	8.8	9.0	8.3	6.7	5.2	5.8	3.5	1.3	4.5	93.9	96.7	91.7	1.9	0.9	3.4	2.1	0.9	4.8	7.5	7.5	
Small Systems	8.5	9.1	8.1	8.9	7.1	6.1	5.5	6.1	5.9	5.5	6.5	95.7	97.2	73.1	2.6	2.1	4.1	2.9	1.4	3.8	8.3	8.3	
Peripherals and Terminals	8.2	7.8	7.9	8.3	8.3	6.5	5.7	5.8	4.5	5.9	4.2	93.3	95.7	91.3	4.3	3.5	7.8	1.5	1.2	4.5	6.4	6.4	
Data Communications	9.5	9.3	9.0	9.0	6.5	5.8	5.3	5.7	5.0	7.7	24.5	93.3	95.0	69.0	1.5	1.5	2.1	1.4	0.9	4.0	6.7	6.7	
OFFICE PRODUCT — Personal Computer	5.0	5.0	5.0	10.0	5.0	5.0	5.0	5.0	10.0	10.0	5.0	95.0	99.0	95.0	4.0	2.0	8.0	4.0	2.0	8.0	1.0	5.0	
OFFICE PRODUCT — Word Proc.	5.0	5.0	5.0	10.0	5.0	5.0	5.0	5.0	1.0	5.0	1.0	98.0	98.0	91.0	2.0	5.0	16.0	8.0	8.0	11.0	5.0	5.0	
OFFICE PRODUCT — Work Stations																							
OFFICE PRODUCT — PBAX																							
OFFICE PRODUCT — Copier Fax																							
OFFICE PRODUCT — Other																							
SOFTWARE — System	9.0	8.6	8.6	9.4	8.6	6.3	7.4	7.3	7.1	7.4	4.7	91.6	95.4	87.1	2.9	1.3	4.5	3.3	1.4	5.0	6.0	5.0	
SOFTWARE — Applic.	8.7	7.7	7.0	8.5	8.7	7.9	9.0	6.5	6.5	6.5	1.0	86.5	97.5	82.5	3.5	1.0	4.0	4.3	2.5	4.0	6.0	6.0	

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
7.6	10.1	4.1	6.6	4.1	6.3	6.0	7.8	7.1	7.5	4.3	2.3	2.0	1.8	1.7	1.8	2.3	8.4	7.9	13.2	8.0	8.3	8.9	10.0
7.3	8.3	4.9	5.9	3.9	4.9	6.3	8.0	6.1	8.9	4.4	2.0	2.0	1.6	1.5	1.8	1.9	7.1	6.0	10.3	8.0	8.7	7.9	7.8
7.3	7.3	4.3	7.5	4.0	4.7	4.2	7.5	6.8	7.4	4.6	1.9	2.0	1.8	1.5	1.6	1.5	5.5	7.2	12.2	7.0	8.0	8.0	8.4
11.7	11.7	3.7	9.7	2.3	5.3	5.7	6.0	7.7	7.7	4.3	2.3	2.5	1.3	2.0	2.0	1.0	6.3	5.3	13.0	7.3	7.3	9.1	9.7
5.0	5.0	5.0	5.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0	1.0	3.0	5.0	3.0	1.0	1.0	3.0	3.0	10.0	5.0	6.0	10.0	6.0
5.0	5.0	1.0	5.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0	1.0	3.0	5.0	2.0	1.0	1.0	3.0	3.0	10.0	5.0	6.0	10.0	6.0
8.3	8.3	4.7	5.6	4.7	5.7	5.3	7.3	8.8	8.5	7.3	2.9	2.2	1.8	1.8	2.9	3.8	5.1	5.5	10.8	8.8	9.0	9.6	9.6
5.0	5.0	3.0	5.0	3.0	6.5	7.5	9.0	8.0	8.0	8.0	5.0	4.0	5.0	4.5	9.5	3.0	5.0	7.0	10.0	7.0	8.5	6.0	8.0

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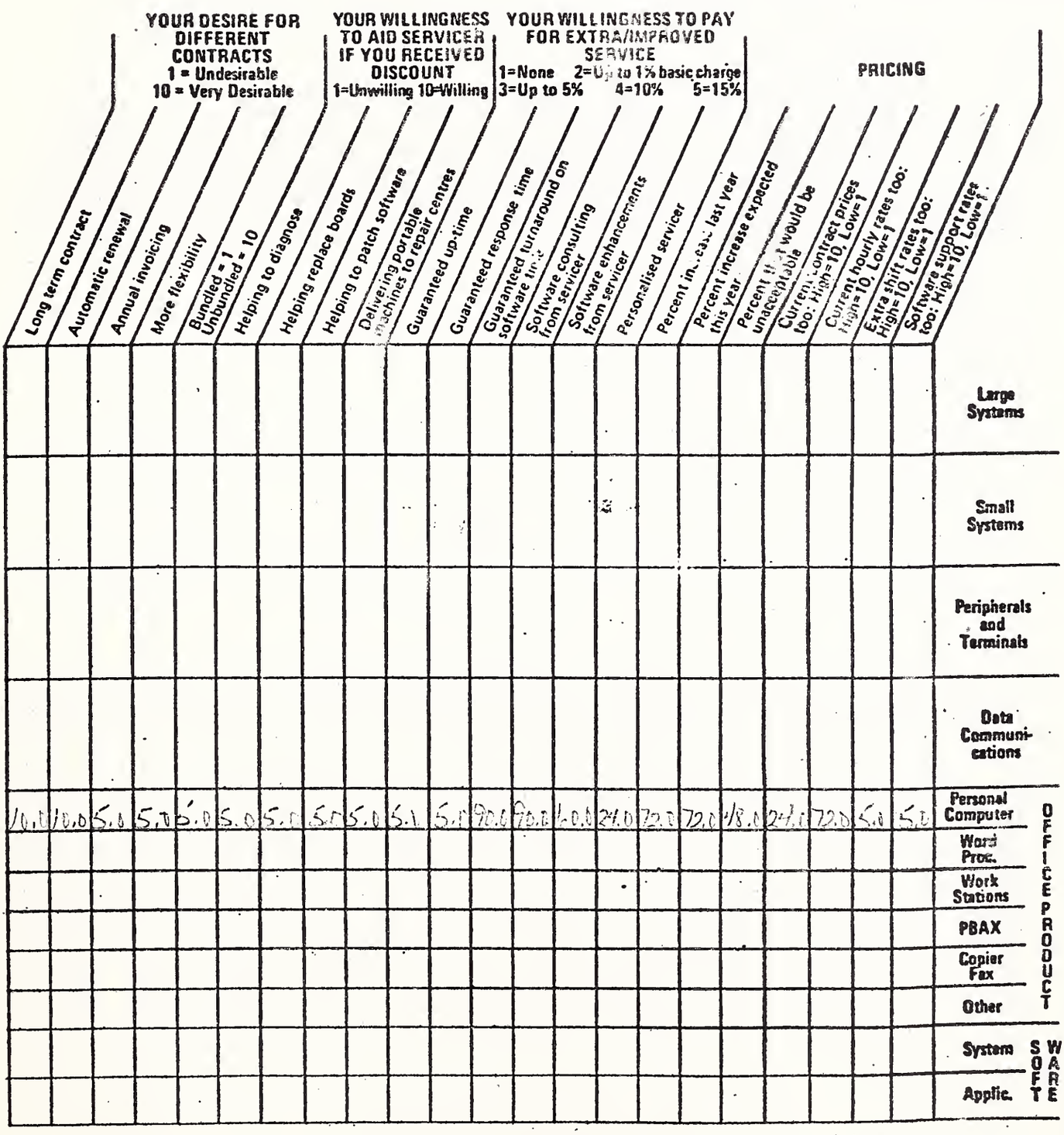
APPLE

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory			5.1	5.0	7.1	7.1	7.1	—	—	7.1	5.0	6.1	7.1
	Word Proc.	Self explanatory													
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
5.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	–	5.0	20.0	10.0	10.0	10.0	1.0

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BASF

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

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Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			9.0	9.0	8.0	8.0	–	7.0	–	7.0	8.0	8.7	9.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)					YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																									
Small Systems																									
Peripherals - and Terminals																									
Data Communi-cations																									
Personal Computer																							OFFICE PRODUCT		
Word Proc.																									
Work Stations																									
PBAX																									
Copier Fax																									
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BEEHIVE

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY — USERS

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Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC—10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H—P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			8.1	7.0	7.0	6.1	8.0	6.0	6.0	6.0	8.1	8.1	8.1
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																									
Small Systems																									
Peripherals and Terminals	5.0	5.0	5.0	10.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	95.0	90.0	80.0	8.0	4.0	8.0	8.0	4.0	8.0	5.0	5.0			
Data Communications																									
OFFICE PRODUCT: Personal Computer																									
OFFICE PRODUCT: Word Proc.																									
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Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
5.0	5.0	1.0	5.0	5.0	10.0	10.0	10.0	10.0	10.0	10.0	1.0	3.0	5.0	3.0	1.0	1.0	3.0	3.0	10.0	1.0	6.0	10.0	6.0

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1983 INPUT FIELD SERVICE SURVEY -- USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR 8500 HON DPS7 UNI 90/60 DEC-10			6.0	6.0	5.5	6.0	6.0	6.5	6.0	5.0	5.5	7.5	7.0
Small Systems	IBM 8100 BUR 8800 HON DPS6 H-P 3000 NCR 8200			3.5	6.5	4.0	5.3	4.0	2.8	1.7	3.0	3.3	6.5	5.5
Peripherals and Terminals	Self explanatory			6.3	6.0	4.7	4.7	6.0	5.5	5.0	5.5	5.0	6.7	7.7
Data Communications	Modems Multiplexers Tech Control			7.5	6.5	6.5	6.5	–	–	–	6.0	7.0	7.5	8.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			6.7	6.7	6.0	–	4.0	–	4.0	7.0	6.3	7.0	7.3
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)							PRICING				
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current computer jet prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems	9.5	8.0	8.5	9.0	8.0	7.5	7.0	7.5	7.5	8.5	8.5	78.5	79.9	98.5	1.0	0.5	2.0	2.3	0.3	2.5	10.0	10.0	
Small Systems	7.3	8.1	8.8	9.3	8.5	6.0	4.6	6.2	6.7	9.5	5.5	75.5	78.9	95.0	4.8	2.0	9.3	8.8	1.9	5.5	6.1	5.0	
Peripherals and Terminals	8.5	6.5	6.0	8.5	5.0	6.5	6.5	3.0	1.0	8.0	6.5	98.5	99.5	93.5	21.1	5.0	13.0	1.5	0.7	8.0	5.0	5.0	
Data Communications	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System	9.0	9.0	9.0	9.0	9.0	4.0	8.5	9.0	9.0	9.1	4.0	—	—	—	1.0	1.0	8.0	18.3	8.0	24.1	5.0	5.1	SOFTWARE
Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	
3.5	3.0	3.0	6.5	1.5	3.5	7.0	3.5	1.0	6.5	3.0	3.0	2.5	1.5	1.0	1.0	1.5	3.5	3.5	6.0	7.5	5.0	7.0	6.0
6.3	6.3	4.0	2.0	4.0	8.8	8.3	9.5	7.3	7.5	2.3	2.3	1.5	2.5	3.0	3.8	7.3	4.3	4.8	7.0	7.0	6.0	6.3	7.0
5.0	5.0	3.0	5.0	7.0	7.5	6.5	8.5	5.5	5.0	1.0	2.5	1.5	2.0	2.0	2.0	2.1	1.0	3.5	7.3	5.0	4.5	7.0	7.5
–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
7.5	7.5	5	5.0	8.0	9.0	8.1	8.0	–	8.0	–	1.0	1.0	1.0	2.0	3.0	3.0	2.0	1.5	10.0	8.5	7.0	–	7.0

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USER QUESTIONNAIRE

Canon

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8300			9.0	8.0	7.0	9.0	7.0	8.0	9.0	8.0	7.0	9.0	10.0
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory			7.0	9.0	8.0	9.0	7.0	7.0	8.0	9.0	9.0	9.0	10.0	9.0
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING					
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems	6.0	5.0	7.0	8.0	8.0	5.0	7.0	6.0	7.0	8.0	8.0	80.0	55.0	70.0	9.0	4.0	4.0	1.0	1.0	1.0	–	–	
Peripherals and Terminals																							
Data Communications																							
Personal Computer	8.0	8.0	7.0	8.0	8.0	5.0	7.0	6.0	7.0	8.0	8.0	80.0	85.0	70.0	4.0	4.0	4.0	1.0	1.0	1.0	–	–	
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							
Applic.																							

OFFICE PRODUCT

SOFTWARE

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
System availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
–	–	8.0	6.0	7.0	8.0	10.0	8.0	7.0	7.0	8.0	1.0	1.0	1.0	2.0	2.0	1.0	7.0	7.0	10.0	5.0	5.0	5.0	5.0
–	–	8.0	6.0	7.0	8.0	10.0	8.0	7.0	7.0	8.0	1.0	1.0	1.0	2.0	2.0	1.0	7.0	7.0	10.0	5.0	5.0	5.0	5.0

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USER QUESTIONNAIRE

CDC

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
2)	Small Systems	IBM 8100 BUR S800 HON DPS6 H–P 3000 NCR 8200			5.5	6.0	5.0	6.0	3.0	8.0	–	5.5	7.5	5.5	6.0
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory			10.0	10.0	10.0	10.0	10.0	10.0	–	5.0	5.0	10.0	10.0
	Word Proc.	Self explanatory													
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase this year	Percent increase expected unacceptable	Percent that would be too: High=10, Low=1	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																									
Small Systems	8.0	6.0	6.5	5.5	8.0	6.5	5.0	6.0	1.0	8.5	6.5	7.0	7.0	7.0	2.0	6.9	40.0	4.0	1.4	10.0	11.5	11.5			
Peripherals and Terminals																									
Data Communi-cations																									
Personal Computer	10.0	11.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	7.0	7.0	1.0	24.0	72.0	72.0	4.1	4.0	72.0	5.0	5.0		OFFICE PRODUCT	
Word Proc.																									
Work Stations																									
PBAX																									
Copier Fax																									
Other																									
System																								SOFTWARE	
Applic.																									

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
System availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
11.5	11.5	5.0	7.5	3.0	7.5	9.0	10.0	4.5	1.5	2.0	1.0	1.5	1.0	1.0	1.0	1.5	5.0	5.0	15.0	9.5	9.0	8.0	10.0
5.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	–	5.0	20.0	11.0	11.0	11.0	11.0	11.0

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CODE 4

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR 8800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
(3) Data Communications	Modems Multiplexers Tech Control			7.3	7.7	7.7	8.0	6.5	8.0	8.0	6.3	6.3	6.3	8.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications	10.0	6.0	6.0	10.0	—	8.0	6.0	1.0	—	6.0	—	99.0	99.0	95.0	6.0	4.0	12.0	1.0	0.5	4.0	5.0	5.0	
OFFICE PRODUCT — Personal Computer																							
OFFICE PRODUCT — Word Proc.																							
OFFICE PRODUCT — Work Stations																							
OFFICE PRODUCT — PBAX																							
OFFICE PRODUCT — Copier Fax																							
OFFICE PRODUCT — Other																							
SOFTWARE — System																							
SOFTWARE — Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)		YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
15.0	15.0	1.0	1.0	1.0	1.0	10.0	10.0	10.0	10.0	10.0	2.0	2.0	2.0	2.0	2.0	2.0	–	–	5.0	5.0	5.0	5.0	5.0

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems		IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems		IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals		Self explanatory													
Data Communications		Modems Multiplexers Teci Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory			9.0	9.0	9.0	9.0	–	–	–	–	9.0	9.0	9.0
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing					YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING											
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1						
Large Systems																												
Small Systems																												
Peripherals and Terminals																												
Data Communications																												
Personal Computer																												
Word Proc.																												
Work Stations																												
PBAX																												
Copier Fax																												
Other																												
System																												
Applic.																												

OFFICE PRODUCT

SOFTWARE

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory			1.0	1.0	1.0	10.0	5.0	–	–	–	–	–	–
	Word Proc.	Self explanatory													
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%						PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 - 10 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																								
Small Systems																								
Peripherals and Terminals																								
Data Communications																								
OFFICE PRODUCT: Personal Computer																								
OFFICE PRODUCT: Word Proc.																								
OFFICE PRODUCT: Work Stations																								
OFFICE PRODUCT: PBAX																								
OFFICE PRODUCT: Copier Fax																								
OFFICE PRODUCT: Other																								
SOFTWARE: System																								
SOFTWARE: Applic.																								

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984		

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DATA GENERAL

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
1) Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			7.0	7.0	6.0	6.0	3.0	7.0	–	4.0	6.0	6.0	7.0
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
2) Peripherals and Terminals	Self explanatory			7.0	7.0	7.0	6.0	7.0	7.0	–	5.0	7.0	6.0	7.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			5.0	4.0	4.0	–	3.0	–	–	7.0	3.0	3.0	6.0
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%				PRICING									
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems	10.0	10.0	8.0	10.0	8.0	8.0	6.0	6.0	5.0	7.0	7.0	96.0	98.0	75.0	2.5	1.5	3.5	1.5	0.5	4.0	5.0	6.0	
Small Systems																							
Peripherals and Terminals	10.0	8.0	6.0	8.0	–	9.0	7.0	5.0	–	5.0	10.0	97.0	98.0	95.0	2.5	1.0	8.0	0.5	2.0	6.0	5.0	5.0	
Data Communications																							
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System	10.0	10.0	8.5	10.0	9.0	9.0	7.0	5.0	–	8.0	6.0	97.0	99.0	96.0	3.0	16.0	7.0	1.0	2.0	2.0	5.0	5.0	SOFTWARE
Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)
System availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	
10.0	5.0	1.0	1.0	1.0	5.0	10.0	10.0	10.0	10.0	10.0	4.0	3.0	3.0	3.0	3.0	3.0	—	3.0	4.0	11.0	11.0	10.0	10.0	
5.0	10.0	1.0	1.0	1.0	8.0	10.0	10.0	10.0	10.0	10.0	2.0	2.0	2.0	2.0	2.0	2.0	—	—	5.0	5.0	5.0	5.0	5.0	
5.0	5.0	1.0	1.0	1.0	8.0	10.0	10.0	10.0	10.0	10.0	2.0	2.0	2.0	2.0	2.0	2.0	—	10.0	5.0	11.0	11.0	10.0	10.0	

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory			5.0	8.0	7.0	8.0	8.0	5.0	—	5.0	7.0	7.0	8.0
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																								
Small Systems																								
Peripherals and Terminals																								
Data Communi-cations																								
Personal Computer																								
Word Proc.	5.0	8.1	8.0	8.0	8.0	5.0	2.0	5.0	8.0	8.0	8.0	99.5	—	98.0	2.5	0.5	2%0	1.0	0.5	3.0	5.0	5.0		
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System																								
Applic.																								

OFFICE PRODUCT

SOFTWARE

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
5.0	5.0	1.0	1.0	5.0	5.0	10.0	10.0	10.0	1.0	1.0	1.0	1.0	5.0	5.0	1.0	5.0	5.0	2.5	5.0	5.0	–	5.0

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DEC

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			7.7	7.3	6.0	7.0	6.3	6.6	9.0	5.2	5.9	3.6	7.7
Peripherals and Terminals	Self explanatory			7.0	7.3	5.0	7.0	6.5	4.0	1.0	4.5	6.0	6.0	7.7
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			8.0	7.0	3.0	–	3.0	–	–	9.0	6.0	1.0	8.0
SOFTWARE: Applic.	Self explanatory													

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
9.1	8.6	8.6	9.3	6.4	7.0	7.0	7.4	6.2	7.7	7.3	93.1	97.5	87.9	3.7	1.9	7.9	3.0	1.5	8.6	7.4	6.8	9.0	8.8
9.0	9.0	5.5	9.0	5.0	7.0	6.5	7.0	7.0	8.0	7.0	94.5	96.0	94.5	5.0	2.5	10.0	6.5	1.0	10.0	5.0	5.0	5.0	5.0
10.0	9.0	9.0	10.0	5.0	8.0	7.0	7.0	–	9.0	5.0	90.0	91.0	90.0	4.0	8.0	–	–	–	–	5.0	5.0	5.0	5.0

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%						PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																								
Small Systems	6.0	7.7	7.7	7.0	4.5	7.3	7.3	7.4	5.1	2.4	1.1	1.1	1.1	1.1	1.1	1.6	2.6	2.7	7.5	6.8	7.0	6.7	7.2	
Peripherals and Terminals	7.6	7.6	3.0	6.5	11.1	10.5	7.6	10.0	3.0	1.0	2.4	1.0	1.0	1.0	1.0	2.0	–	–	8.5	7.5	5.0	5.0	5.0	
Data Communi-cations																								
Personal Computer																								OFFICE PRODUCT
Word Proc.																								
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System	5.0	5.0	5.0	5.0	–	10.0	10.0	10.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	–	–	11.0	11.0	–	–	–		SOFTWARE
Applic.																								

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			L.0	L.0	8.0	5.0	L.0	9.0	L.0	9.0	5.0	8.0	7.0
Peripherals and Terminals	Self explanatory			7.0	7.0	–	7.0	7.0	–	–	8.0	–	7.0	8.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			5.0	5.0	6.0	–	5.0	–	7.0	9.0	7.0	9.0	8.0
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems	7.0	8.0	8.0	8.0	4.0	5.0	9.0	8.0	4.0	4.0	7.0	4.0	2.0	4.0	2.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	
Peripherals and Terminals	10.0	10.0	–	8.0	–	5.0	4.0	6.0	–	10.0	8.0	–	8.0	2.0	1.0	6.0	–	–	–	1.0	1.0		
Data Communications																							
Personal Computer																							
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System	9.0	9.0	9.0	9.0	9.0	2.0	9.0	9.0	9.0	9.0	2.0	–	–	–	–	–	–	–	–	–	5.0	5.0	
Applic.																							

OFFICE PRODUCT

SOFTWARE

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	1983	1984
10.0	10.0	5.0	5.0	5.0	7.0	6.0	4.0	3.0	3.0	2.0	3.0	3.0	2.0	1.0	1.0	1.0	2.0	3.0	15.0	2.0	2.0	9.0	9.0		
1.0	1.0	1.0	9.0	2.0	5.0	1.0	5.0	1.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	2.0	15.0	7.0	–	–	–		
5.0	5.0	–	–	–		–	–	–				–	–	–	–	–	–	5.0	10.0	9.0	9.0	–	3.0		

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USER QUESTIONNAIRE

DISCONTINUE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			10.0	10.0	10.0	10.0	–	–	1.0	10.0	5.0	5.0	10.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10. Low=1	Current hourly rates too: High=10. Low=1	Extra shift rates too: High=10. Low=1	Software support rates too: High=10. Low=1		
Large Systems																								
Small Systems																								
Peripherals and Terminals	10.0	5.0	5.0	10.0	10.0	5.0	1.0	5.0	1.0	10.0	80	70.0	90.0	60.0	78.0	12.0	22.0	1.0	1.0	12.0	5.0	5.0		
Data Communications																								
Personal Computer																							OFFICE PRODUCT	
Word Proc.																								
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System																							SOFTWARE	
Applic.																								

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
5.0	5.0	1.0	10.0	1.0	10.0	10.0	10.0	1.0	1.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	10.0	10.0	20.0	10.0	10.0	12.0	12.0

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USER QUESTIONNAIRE

HP

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.0	8.3	7.7			7.2	–	5.5	5.7	6.4	8.7
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING					
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems			8.3	7.7	6.										6.9		3.3						
Peripherals and Terminals																							
Data Communications																							
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							SOFTWARE
Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)		YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
System availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
1.0	11.0	4.7	3.7	2.3	5.1	6.3	4.0	3.7	1.0	2.0	5.1	4.7	1.0	1.0	1.0	1.3	10.5	6.5	15.0	10.0	10.0	10.0	10.0

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HONEYWELL

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			6.5	7.2	6.4	6.0	5.6	5.1	3.8	6.5	5.4	6.6	7.0
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.0	7.5	5.0	5.5	5.0	3.0	–	7.0	7.0	7.0	7.5
Peripherals and Terminals	Self explanatory			6.8	7.6	6.5	6.4	6.0	3.3	1.0	5.8	5.6	6.8	7.6
Data Communications	Modems Multiplexers Tech Control			8.0	8.0	7.0	6.0	–	–	–	7.0	7.0	8.0	8.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			6.5	7.5	7.0	7.0	7.5	1.0	–	1.5	6.5	7.0	8.5
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			8.0	8.5	8.0	9.0	7.0	9.0	10.1	9.5	8.5	6.0	9.0
SOFTWARE: Applic.	Self explanatory			5.0	8.0	6.0	–	5.0	–	–	5.0	6.0	6.0	9.0

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)				PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems	9.1	8.9	7.5	8.1	7.5	6.9	5.8	7.1	6.3	7.5	4.3	97.0	98.8	97.6	2.0	0.7	2.8	3.5	1.1	6.0	5.0	5.0	
Small Systems	10.0	8.1	8.0	6.1	10.0	7.0	10.0	8.0	8.0	9.0	7.9	99.0	99.1	94.0	3.0	1.0	2.0	–	1.0	7.0	5.0	5.0	
Peripherals and Terminals	7.3	8.3	7.7	8.7	8.0	7.7	7.0	4.3	3.5	5.7	4.3	92.5	100.0	92.0	10.3	5.0	17.0	1.2	1.2	11.3	6.0	5.0	
Data Communi-cations	10.0	9.0	7.0	8.0	–	7.0	–	3.0	–	7.0	3.0	100.0	100.0	92.0	2.0	1.0	3.0	1.0	1.0	8.0	5.0	5.0	
																							Personal Computer
OFFICE PRODUCT	10.0	10.0	10.0	10.0	5.0	8.0	6.0	5.0	5.0	10.0	5.0	98.0	100.0	98.0	12.0	2.0	4.0	2.0	2.0	2.0	5.0	5.0	Word Proc.
																							Work Stations
																							PBAX
																							Copier Fax
																							Other
SOFTWARE	10.0	9.5	10.0	10.0	9.0	8.5	6.5	7.5	7.5	10.0	3.5	99.0	100.0	98.0	12.0	12.0	12.0	1.0	1.0	1.0	5.0	5.0	System
	10.0	10.0	10.0	–	10.0	8.0	5.0	5.0	5.0	10.0	5.0	99.0	100.0	98.0	12.0	12.0	12.0	1.0	1.0	1.0	5.0	5.0	Applic.

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important												YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service getting	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
7.5	7.5	6.8	4.8	3.0	8.9	8.5	8.0	4.5	7.4	6.1	2.0	2.0	1.6	2.1	2.0	1.8	1.4	4.6	1.9	6.9	6.4	6.6	7.3
15.0	6.5	10.0	7.0	1.0	10.0	10.0	8.0	1.0	8.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	3.0	3.0	—	6.0	7.0	—	7.0
5.0	5.0	4.7	3.0	4.3	8.3	8.3	8.3	8.3	7.0	8.3	2.3	2.3	1.0	2.3	2.3	2.3	4.0	5.3	6.7	8.3	6.7	6.0	6.3
5.0	5.0	3.0	7.0	7.0	5.0	5.0	5.0	5.0	1.0	5.0	5.0	5.0	1.0	1.0	1.0	5.0	2.0	2.5	5.0	5.0	5.0	-	5.0
5.0	5.0	10.0	1.0	1.0	5.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	2.0	5.0	10.0	10.0	5.0	10.0
5.0	5.0	10.0	1.0	1.0	5.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	2.0	5.0	10.0	10.0	5.0	10.0
5.0	5.0	10.0	1.0	1.0	5.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	2.0	5.0	10.0	10.0	5.0	10.0

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1983 INPUT FIELD SERVICE SURVEY – USERS

	Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			7.0	6.0	8.0	8.0	5.0	7.0	4.0	6.0	5.0	5.0	7.0
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.3	8.5	7.7	8.7	6.5	7.5	4.0	6.5	7.7	6.5	8.0
	Peripherals and Terminals	Self explanatory			7.0	6.0	8.0	8.0	5.0	6.0	4.0	4.0	7.0	3.0	7.0
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory			7.0	6.0	8.0	8.0	6.0	7.0	4.0	6.0	6.0	5.0	6.0
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory			7.0	9.0	7.5	9.0	6.0	7.0	6.0	5.0	7.5	5.0	7.0
	Applic.	Self explanatory			—	—									—

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems	8.0	1.0	8.0	7.0	7.0	6.0	6.0	8.0	1.0	7.0	7.0	50.0	70.0	60.0	2.0	1.0	4.0	3.0	1.0	8.0	—	—	
Small Systems	7.7	7.7	8.7	8.3	8.0	7.3	7.0	8.3	6.8	7.5	6.0	47.0	55.0	66.0	1.5	1.0	1.3	1.1	1.0	4.3	5.0	5.0	
Peripherals and Terminals	8.0	6.0	8.0	7.0	7.0	5.0	6.0	8.0	1.0	7.0	7.0	60.0	80.0	30.0	2.0	1.0	4.0	3.0	1.0	1.0	—	—	
Data Communi-cations																							
Personal Computer																							
Word Proc.	5.0	5.0	5.0	6.0	6.0	5.0	6.0	2.0	4.0	6.0	6.0	80.0	80.0	40.0	2.0	1.0	8.0	8.0	1.0	8.0	—	—	
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System	8.0	6.0	8.0	7.0	7.0	5.0	6.0	8.0	4.0	7.0	7.0	70.0	90.0	50.0	2.0	1.0	4.0	3.0	2.0	5.0	—	—	
Applic.	6.0	6.0	5.0	6.0	6.0	5.0	6.0	8.0	1.0	7.0	7.0	60.0	90.0	70.0	1.0	1.0	2.0	2.0	1.0	8.0	—	—	

OFFICE PRODUCT

SOFTWARE

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
5.0	5.0	5.0	6.0	5.0	7.0	10.0	8.0	8.0	8.0	2.0	1.0	1.0	1.0	3.0	2.0	7.0	10.0	2.0	4.0	1.0	5.0	4.0	5.0
5.0	5.0	6.5	6.5	6.0	7.0	7.0	5.7	5.7	7.7	2.0	5.0	1.3	1.3	1.0	1.0	1.0	12.5	3.0	10.0	5.0	5.0	4.0	5.0
—	—	5.0	5.0	5.0	1.0	10.0	8.0	8.0	8.0	2.0	1.0	1.0	1.0	3.0	2.0	1.0	10.0	2.0	4.0	1.0	5.0	1.0	5.0
—	—	5.0	5.0	5.0	7.0	10.0	8.0	8.0	8.0	2.0	1.0	1.0	1.0	1.0	1.0	1.0	—	2.0	4.0	1.0	5.0	4.0	5.0
—	—	5.0	5.0	5.0	7.0	10.0	1.0	8.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	10.0	2.0	4.0	1.0	5.0	5.0	5.0
—	—	5.0	5.0	5.0	7.0	10.0	10.0	2.0	8.0	2.0	1.0	1.0	1.0	2.0	2.0	1.0	—	—	1.0	5.0	5.0	5.0	5.0

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USER QUESTIONNAIRE

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			9.5	7.5	7.0	6.5	8.0	6.0	–	6.0	8.5	8.0	6.5
Data Communications	Modems Multiplexers Tech Control			8.0	7.5	8.0	8.0	8.0	8.0	7.0	8.0	7.5	8.0	8.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)					YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)							PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																									
Small Systems																									
Peripherals and Terminals	8.0	5.0	3.0	8.0	—	8.0	—	5.0	—	—	—	—	—	—	2.0	1.0	4.0	2.0	—	—	—	—			
Data Communications	9.0	9.0	8.0	8.0	—	6.0	4.0	—	—	—	97.0	100	95.0	3.0	1.0	3.0	0.5	0.5	1.0	—	—	—			
Personal Computer																							OFFICE PRODUCT		
Word Proc.																									
Work Stations																									
PBAX																									
Copier Fax																									
Other																									
System																							SOFTWARE		
Applic.																									

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
—	—	3.0	8.0	—	1.0	2.0	—	—	—	—	1.0	1.0	1.0	1.0	1.0	1.0	—	—	—	5.0	—	—	—
—	—	—	—	—	—	—	—	—	—	—	1.0	1.0	1.0	1.0	1.0	1.0	—	—	—	—	—	—	—

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR 6590 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8370 BUR B[illegible] HON DPS[illegible] H–P 3000 NCR 8250													
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			8.0	9.0	–	–	5.0	–	–	–	7.0	10.0	8.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications																							
Personal Computer																							
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							
Applic.																							

OFFICE PRODUCT

SOFTWARE

IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept.	1983	1984	1983	1984	

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USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

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Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			7.0	7.0	7.5	6.3	9.0	4.7	3.5	5.7	7.0	8.3	8.0
Data Communications	Modems Multiplexers Tech Control			8.0	8.0	8.0	9.0	—	—	—	5.0	8.0	7.0	7.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING									
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10. Low=1	Current hourly rates too: High=10. Low=1	Extra shift rates too: High=10. Low=1	Software support rates too: High=10. Low=1		
Large Systems																									
Small Systems																									
Peripherals and Terminals	8.3	7.7	8.0	8.0	9.0	6.1	8.0	7.3	5.5	6.7	6.0	97.7	99.3	94.7	6.3	8.9	8.6	1.5	2.9	4.2	14.0	14.0			
Data Communications																									
OFFICE PRODUCT: Personal Computer																									
OFFICE PRODUCT: Word Proc.																									
OFFICE PRODUCT: Work Stations																									
OFFICE PRODUCT: PBAX																									
OFFICE PRODUCT: Copier Fax																									
OFFICE PRODUCT: Other																									
SOFTWARE: System																									
SOFTWARE: Applic.																									

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
14.0	14.0	6.7	6.7	3.7	5.5	9.0	5.0	6.3	6.5	1.5	1.7	2.7	1.5	1.0	1.0	2.0	7.0	6.7	9.0	4.3	5.0	6.3	7.0

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR 8590 HON DPS UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR 8800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory			7.0	8.0	9.0	8.0	8.0	7.0	7.0	8.0	7.0	9.0	8.0
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING								
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																									
Small Systems																									
Peripherals and Terminals																									
Data Communications																									
OFFICE PRODUCT: Personal Computer																									
OFFICE PRODUCT: Word Proc.	8.0	8.0	7.0	8.0	8.0	5.0	7.0	6.0	7.0	8.0	8.0	5D.0	10.0	5D.0	4.0	4.0	4.0	1.0	1.0	1.0	—	—			
OFFICE PRODUCT: Work Stations																									
OFFICE PRODUCT: PBAX																									
OFFICE PRODUCT: Copier Fax																									
OFFICE PRODUCT: Other																									
SOFTWARE: System																									
SOFTWARE: Applic.																									

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		IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important												YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
—	—	9.0	1.0	7.0	8.0	10.0	8.0	7.0	7.0	8.0	1.0	1.0	1.0	2.0	2.0	7.0	7.0	1.0	10.0	5.0	5.1	5.0	5.2

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR 85900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR 6800 HON DPS6 H–P 3000 NCR 8200			5.0	7.0	5.0	2.0	4.0	5.0	1.0	4.0	7.0	6.0	7.0
Peripherals and Terminals	Self explanatory			5.0	7.0	5.0	2.0	4.0	5.0	1.0	4.0	7.0	6.0	7.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			5.0	4.0	4.0	–	4.0	–	–	3.0	5.0	6.0	8.0
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%							PRICING					
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications																							
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							SOFTWARE
Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	1983	1984
—	—	1.0	1.0	1.0	8.0	5.0	5.0	5.0	3.0	—	5.0	8.0	2.0	1.0	1.0	1.0	[illegible]	7.0	[illegible]	5.0	5.0	5.0	7.0		
	—	1.0	1.0	1.0	8.0	5.0	5.0	5.0	8.0	—	[illegible]	3.0	2.0	1.0	1.0	1.0	[illegible]	[illegible]	[illegible]	[illegible]	5.0	5.0	5.0	[illegible]	[illegible]
—	—	1.0	1.0	1.0	8.0	5.0	5.0	5.0	2.0	—	[illegible]	3.0	2.0	1.0	1.0	1.0	[illegible]	7.0	10.0	5.0	5.0	5.0	7.0		

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			6.5	6.5	6.5	9.0	6.5	6.0	6.5	6.5	4.0	6.0	5.5
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			5.0	1.0	5.0	–	5.0	–	5.0	5.0	1.0	10.0	5.0
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																								
Small Systems	7.0	9.0	9.0	8.5	5.0	7.0	6.5	4.5	4.5	6.0	7.5	7.5	8.5	3.5	3.0	3.0	1.5	4.5	1.0	7.5	7.5			
Peripherals and Terminals																								
Data Communications																								
Personal Computer																							OFFICE PRODUCT	
Word Proc.																								
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System																							SOFTWARE	
Applic.																								

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	IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important													YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
	Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
	7.5	1.5	3.0	3.0	3.0	9.5	8.0	7.0	2.0	1.5	1.5	2.0	2.5	1.5	1.0	1.5	1.5	2.0	3.0	10.0	7.0	7.0	9.5	9.5

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control			6.0	6.0	6.0	5.0	5.0	–	–	5.0	5.0	5.0	6.0
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10. Low=1	Current hourly rates too: High=10. Low=1	Extra shift rates too: High=10. Low=1	Software support rates too: High=10. Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications	10.0	6.0	6.0	10.0	—	8.0	6.0	1.0	—	6.0	—	70.0	70.0	95.0	6.0	4.0	12.2	1.0	0.5	4.0	6.0	5.0	
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							SOFTWARE
Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984		
5.0	5.0	1.0	1.0	1.0	8.0	10.0	10.0	10.0	10.0	10.0	2.0	2.0	2.0	2.0	2.0	2.0	—	—	5.0	5.0	5.0	5.0	5.0	5.0	5.0

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PHILIPS

USER QUESTIONNAIRE

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.0	7.0	–	9.0	–			6.0	6.0	6.0	7.0
Peripherals and Terminals	Self explanatory			8.0	7.0	–	7.0	–	–	–	6.0	6.0	6.0	7.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			8.0	8.0	8.0	8.0	8.0	7.0	–	8.0	8.0	8.0	8.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier FBX	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications																							
OFFICE PRODUCT: Personal Computer																							
OFFICE PRODUCT: Word Proc.	8.0	9.0	9.0	9.0	9.0	9.0	7.0	6.0	5.0	6.0	6.0	98.0	99.0	9[illegible]	3.0	1.0	3.0	1.0	0.5	1.0	—	—	
OFFICE PRODUCT: Work Stations																							
OFFICE PRODUCT: PBAX																							
OFFICE PRODUCT: Copier Fax																							
OFFICE PRODUCT: Other																							
SOFTWARE: System																							
SOFTWARE: Applic.																							

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Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)		YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
–	–	–	–	–	–	–	–	–	–	–	L.D	L.D	L.D	L.D	L.D	L.D	–	–	–	–	–	–	–

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PRODATA

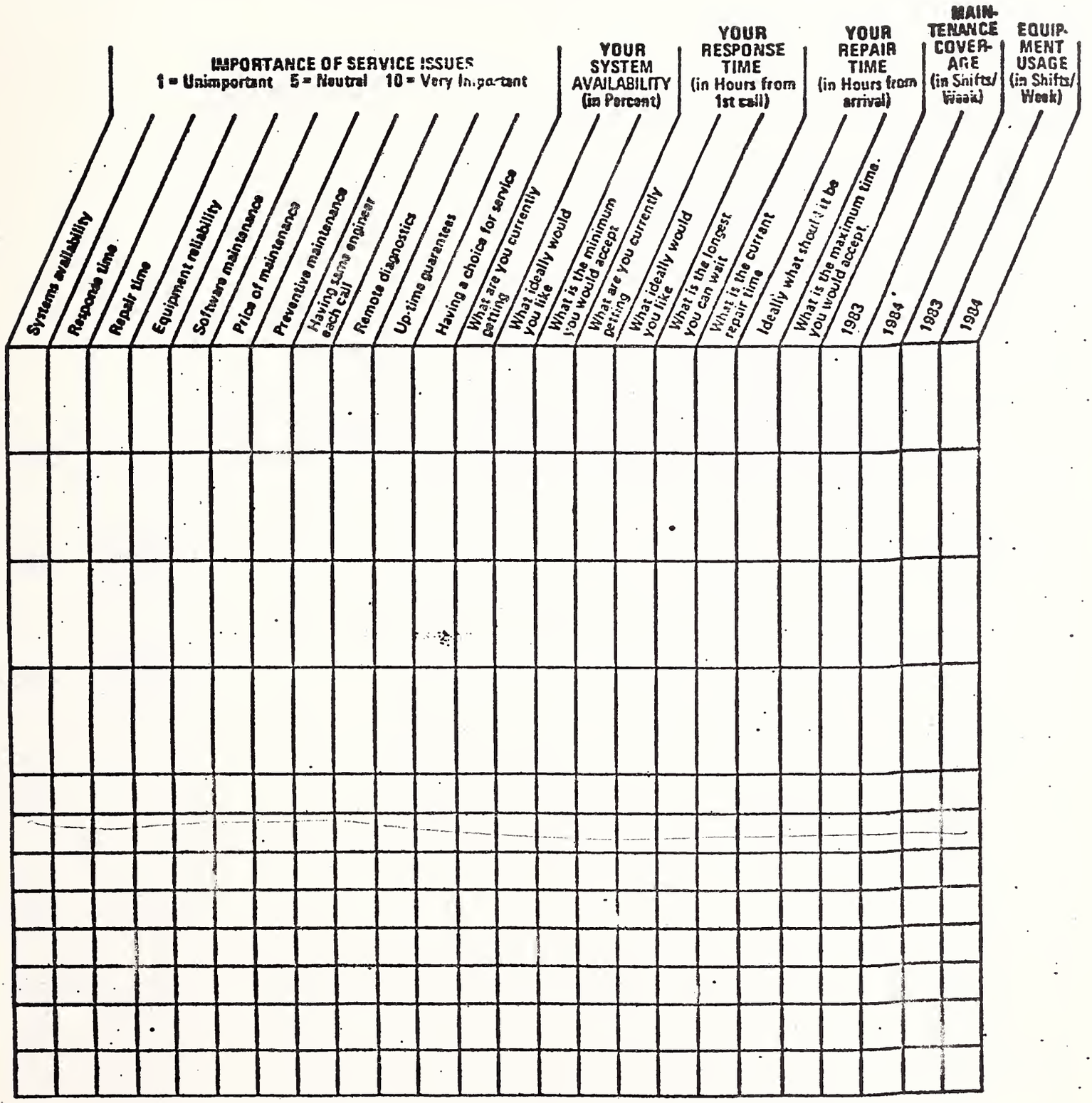
1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 303X BUR 8[illegible] HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR 8800 HON DPS8 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			7.0	–	8.0	4.1	7.0	–	–	–	7.0	1.0	8.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be acceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																								
Small Systems																								
Peripherals and Terminals																								
Data Communications																								
Personal Computer																							OFFICE PRODUCT	
Word Proc.	8.0	9.0	8.0	7.0	—	9.0	—	—	—	—	—	95.0	101.0	50.0	42.0	3.0	48.0	2.0	2.0	24.0	—	—		
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System																							SOFTWARE	
Applic.																								

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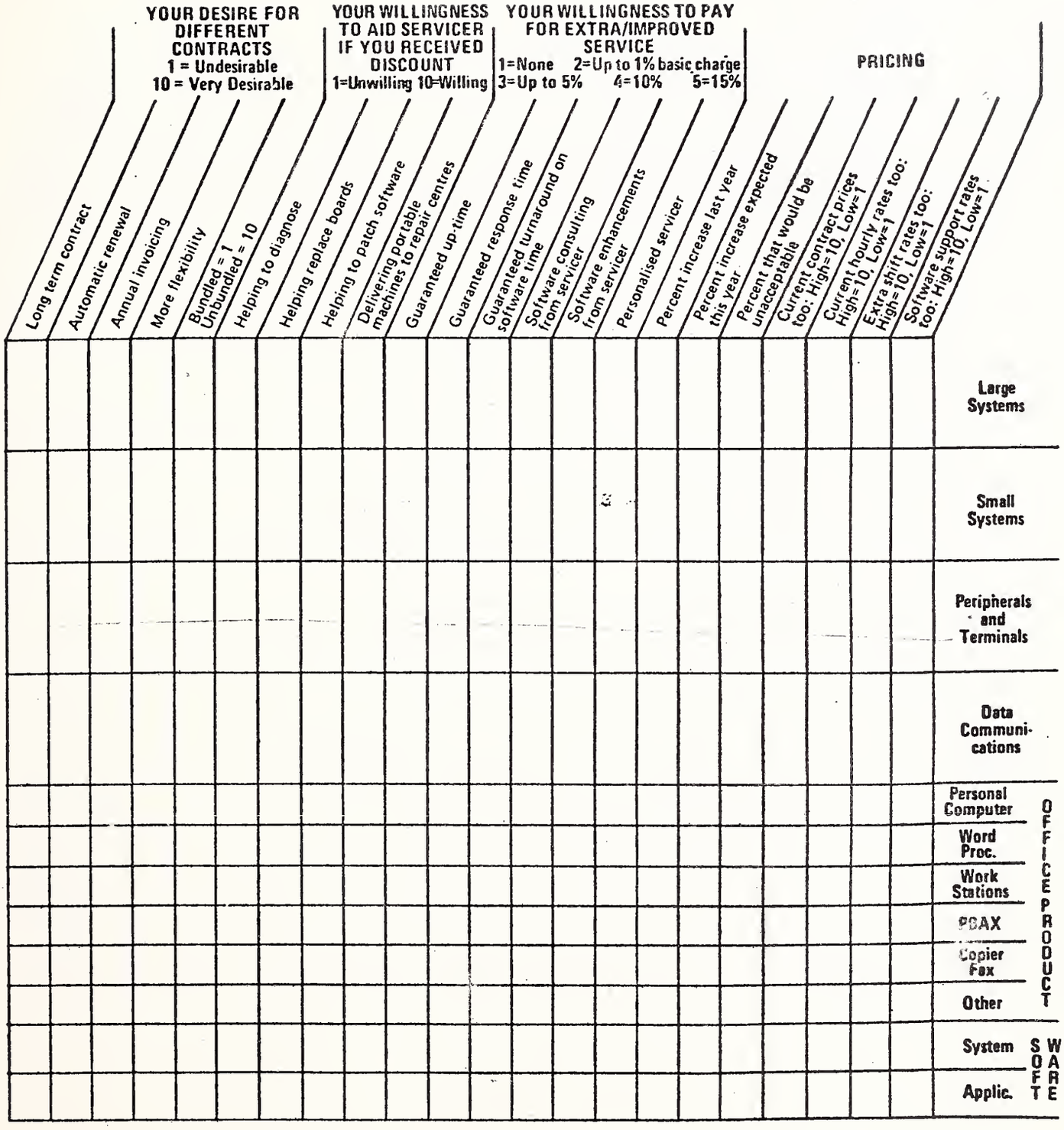


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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			8.0	8.0	7.0	8.0	6.0	7.0	–	5.0	6.0	5.0	7.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	1983	1984

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8:00 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control			6.5	6.2	6.5	6.5	5.0	5.0	5.5	6.5	6.0	6.5	6.5
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)			YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)					PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices Too: High=10. Low=1	Current hourly rates too: High=10. Low=1	Extra shift rates too: High=10. Low=1	Software support rates too: High=10. Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications	8.5	8.0	7.5	7.5	6.0	7.5	6.0	8.0	6.0	6.0	82.0	97.5	96.0	46.5	2.5	2.0	2.3	1.3	1.5	2.1	—	—	
OFFICE PRODUCT: Personal Computer																							
OFFICE PRODUCT: Word Proc.																							
OFFICE PRODUCT: Work Stations																							
OFFICE PRODUCT: PBAX																							
OFFICE PRODUCT: Copier Fax																							
OFFICE PRODUCT: Other																							
SOFTWARE: System																							
SOFTWARE: Applic.																							

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	
—	—	1.0	1.0	1.0	10.0	1.0	1.0	1.0	1.5	10.0	1.0	1.0	1.1	1.0	1.0	1.0	2.0	2.0	5.0	5.0	5.0	5.0	5.0	5.0

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Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
1) Data Communications	Modems Multiplexers Tech Control			8.4	8.4	8.0	8.4	8.3	8.0	7.0	7.6	7.7	8.2	8.6
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier FBX	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)			YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications	9.0	9.0	8.7	8.7	2.1	5.3	4.7	4.5	8.5	6.5	34.1	99.6	97.5	66.3	1.7	1.8	1.5	0.7	0.8	1.5	7.5	7.5	
OFFICE PRODUCT: Personal Computer																							
OFFICE PRODUCT: Word Proc.																							
OFFICE PRODUCT: Work Stations																							
OFFICE PRODUCT: PBAX																							
OFFICE PRODUCT: Copier Fax																							
OFFICE PRODUCT: Other																							
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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
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7.5	7.5	5.0	5.0	5.0	5.0	5.0	7.0	6.5	10.5	10.0	1.7	1.7	1.3	2.3	2.3	1.0	—	2.5	9.0	3.5	3.5	9.0	9.0

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1983 INPUT FIELD SERVICE SURVEY – USERS

	Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			6.8	7.0	7.0	6.0	5.3	7.0	6.3	4.5	4.5	6.3	7.0
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.0	8.0	5.0	11.0	6.0	8.0	6.0	1.0	6.0	6.0	8.0
	Peripherals and Terminals	Self explanatory			6.3	7.0	6.3	5.3	5.0	6.0	7.0	3.5	4.3	6.3	7.0
	Data Communications	Modems Multiplexers Tech Control			8.0	8.5	8.0	8.0	6.5	8.5	6.0	5.5	6.0	6.5	8.0
OFFICE PRODUCTS	Personal Computer	Self explanatory			6.0	1.0	5.0	3.0	5.0	5.0	—	5.0	5.0	1.0	5.0
OFFICE PRODUCTS	Word Proc.	Self explanatory													
OFFICE PRODUCTS	Work Stations	Self explanatory													
OFFICE PRODUCTS	PBAX	Self explanatory													
OFFICE PRODUCTS	Copier Fax	Self explanatory													
OFFICE PRODUCTS	Other														
SOFTWARE	System	Self explanatory			6.0	1.0	5.0	5.0	1.0	5.0	—	2.0	1.0	6.0	5.0
SOFTWARE	Applic.	Self explanatory			4.5	2.5	4.5	5.0	2.5	5.0	—	3.0	1.0	4.5	5.0

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)		YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984
9.5	8.8	9.0	9.3	6.0	6.5	7.8	6.0	7.3	7.3	5.3	76.0	99.8	91.3	2.0	0.8	4.5	1.9	0.9	4.8	6.3	6.3	8.5	7.5
5.0	5.0	5.0	10.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	70.0	70.0	90.0	5.0	4.0	5.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0
7.1	9.0	5.0	9.0	6.3	7.3	8.0	7.0	6.3	7.0	6.3	92.7	98.5	86.7	9.7	7.4	2.3	1.2	1.2	9.3	7.5	7.5	7.5	7.5	7.5
9.0	8.5	8.5	8.5	5.5	7.0	6.5	6.5	8.0	8.0	6.0	96.0	97.0	92.5	4.0	1.5	4.0	3.0	2.0	5.0	5.0	5.0	5.0	5.0	5.0
7.0	10.0	6.0	10.1	6.0	10.0	7.0	6.0	6.0	6.5	6.5	85.1	100.0	92.3	24.0	3.0	15.0	1.0	0.1	48.0	—	—	—	—
10.0	12.0	11.0	10.1	5.0	5.0	10.0	6.0	6.0	6.0	5.0	77.0	100.0	90.0	6.5	1.2	1.0	1.0	1.5	2.0	11.0	11.0	11.0	11.0
10.0	7.5	7.5	10.0	7.5	5.0	10.0	7.5	5.0	6.0	5.0	94.5	100.0	90.0	50.3	8.0	20.5	50.5	41.3	21.0	7.5	7.5	7.5	7.5

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%				PRICING									
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Large Systems	3.3	4.7	2.3	8.7	9.3	7.0	4.2	10.0	1.2	2.7	2.7	3.3	2.7	2.3	2.0	4.7	6.3	8.3	8.3	8.2	9.3	8.0		
Small Systems	1.0	6.0	6.0	10.0	10.0	10.0	10.0	10.0	1.0	1.0	3.0	6.0	3.0	1.0	1.0	3.0	3.0	10.0	7.0	6.0	10.0	9.0		
Peripherals and Terminals	3.0	3.0	1.0	9.5	9.0	8.0	3.5	9.5	5.5	3.0	2.0	2.0	2.0	2.0	2.0	5.5	6.5	6.5	7.5	7.5	7.5	7.5		
Data Communi-cations	1.0	3.0	3.0	10.0	5.5	5.5	5.5	5.5	10.0	1.0	2.0	3.0	2.0	1.0	1.0	2.5	2.5	7.5	3.0	5.5	7.5	5.5		
Personal Computer																							OFFICE PRODUCT	
Word Proc.																								
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System	1.0	10.0	1.0	10.0	10.0	10.0	–	10.0	–	1.0	1.0	1.0	1.0	1.0	1.0	5.0	5.0	5.0	10.0	10.0	6.0	10.0	SOFT	WARE
Applic.	1.0	7.5	3.0	10.0	10.0	10.0	10.0	10.0	–	1.0	2.0	3.0	2.0	1.0	1.0	1.5	1.5	5.0	10.0	5.0	10.0	8.0		

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1983 INPUT FIELD SERVICE SURVEY — USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC—10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H—P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			8.0	7.5	8.0	7.0	8.0	8.0	—	7.5	8.0	8.0	7.5
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS — Personal Computer	Self explanatory													
OFFICE PRODUCTS — Word Proc.	Self explanatory													
OFFICE PRODUCTS — Work Stations	Self explanatory													
OFFICE PRODUCTS — PBAX	Self explanatory													
OFFICE PRODUCTS — Copier Fax	Self explanatory													
OFFICE PRODUCTS — Other														
SOFTWARE — System	Self explanatory													
SOFTWARE — Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS (1 = Undesirable, 10 = Very Desirable)							YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT (1=Unwilling 10=Willing)				YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE (1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%)						PRICING							
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																									
Small Systems																									
Peripherals and Terminals	[illegible]	[illegible]	-	5.0	-	5.0	1.0	5.0	1.0	-	[illegible]	5.0	-	[illegible]	[illegible]	1.0	1.0	1.0	-	-	-	2.0	2.0		
Data Communications																									
Personal Computer																								OFFICE PRODUCTS	
Word Proc																									
Work Stations																									
PBAX																									
Copier Fax																									
Other																									
System																								SOFTWARE	
Applic.																									

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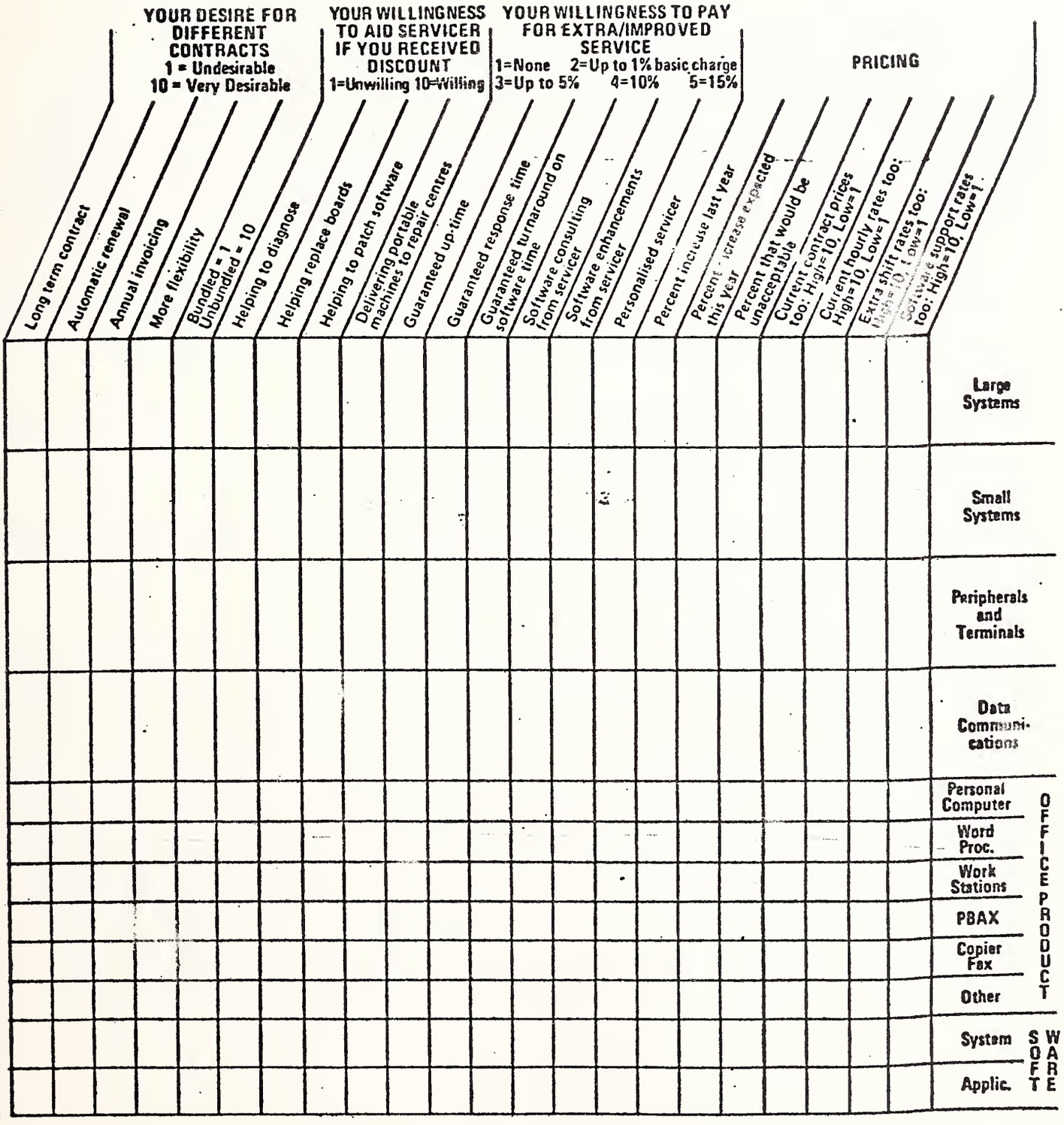
IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984	1983	1984
2.0	2.0	1.0	9.0	7.0	6.0	1.0	5.0	1.0	5.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	10.0	7.0	–	–	–	–	

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Small Systems	IBM 8:00 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			7.0	8.1	8.1	8.0	–	–	–	–	8.1	8.6	8.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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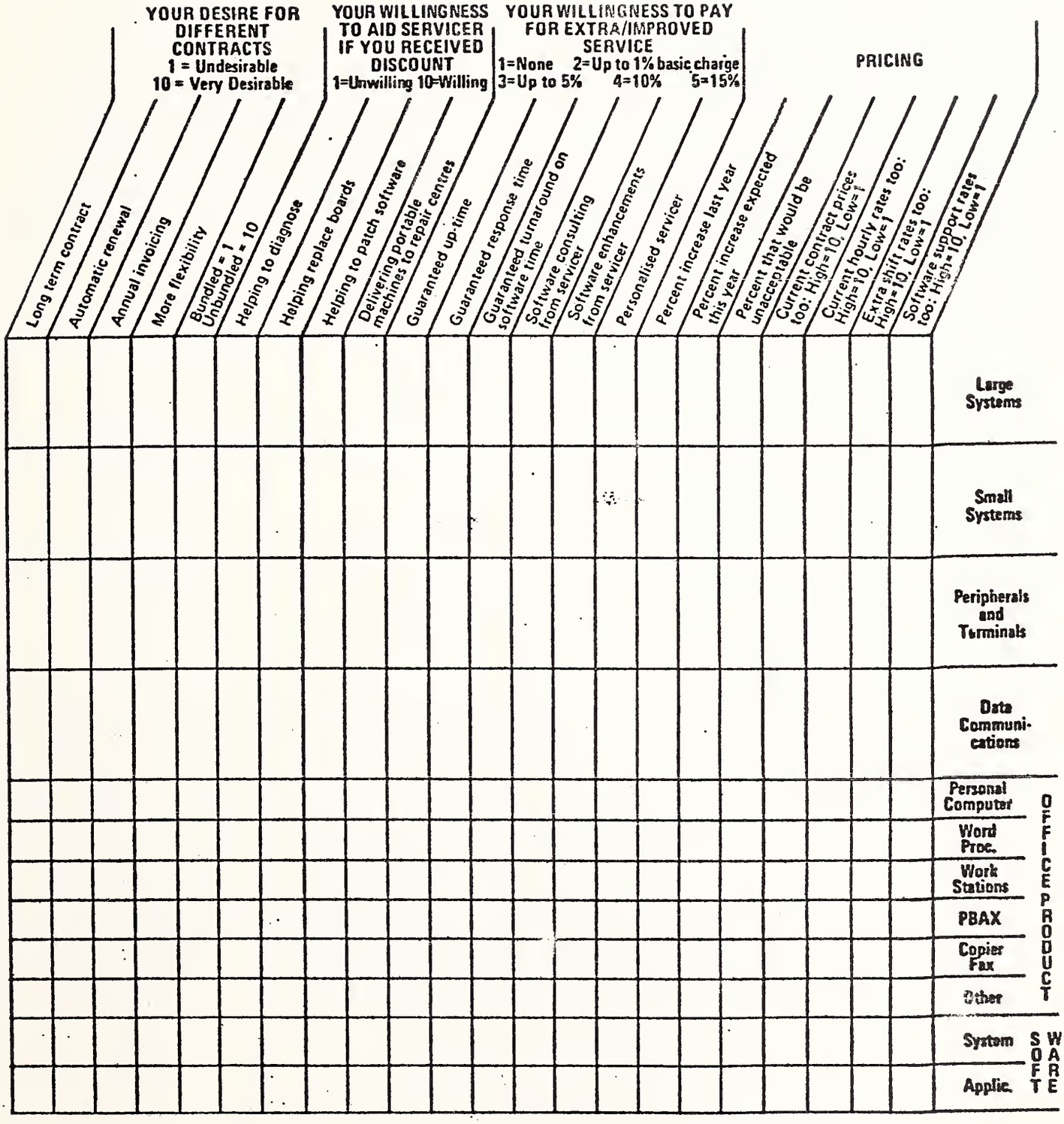
IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)		EQUIPMENT USAGE (in Shifts/Week)	
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984		

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Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			8.0	8.0	6.0	6.0	8.0	–	–	8.0	8.0	6.0	8.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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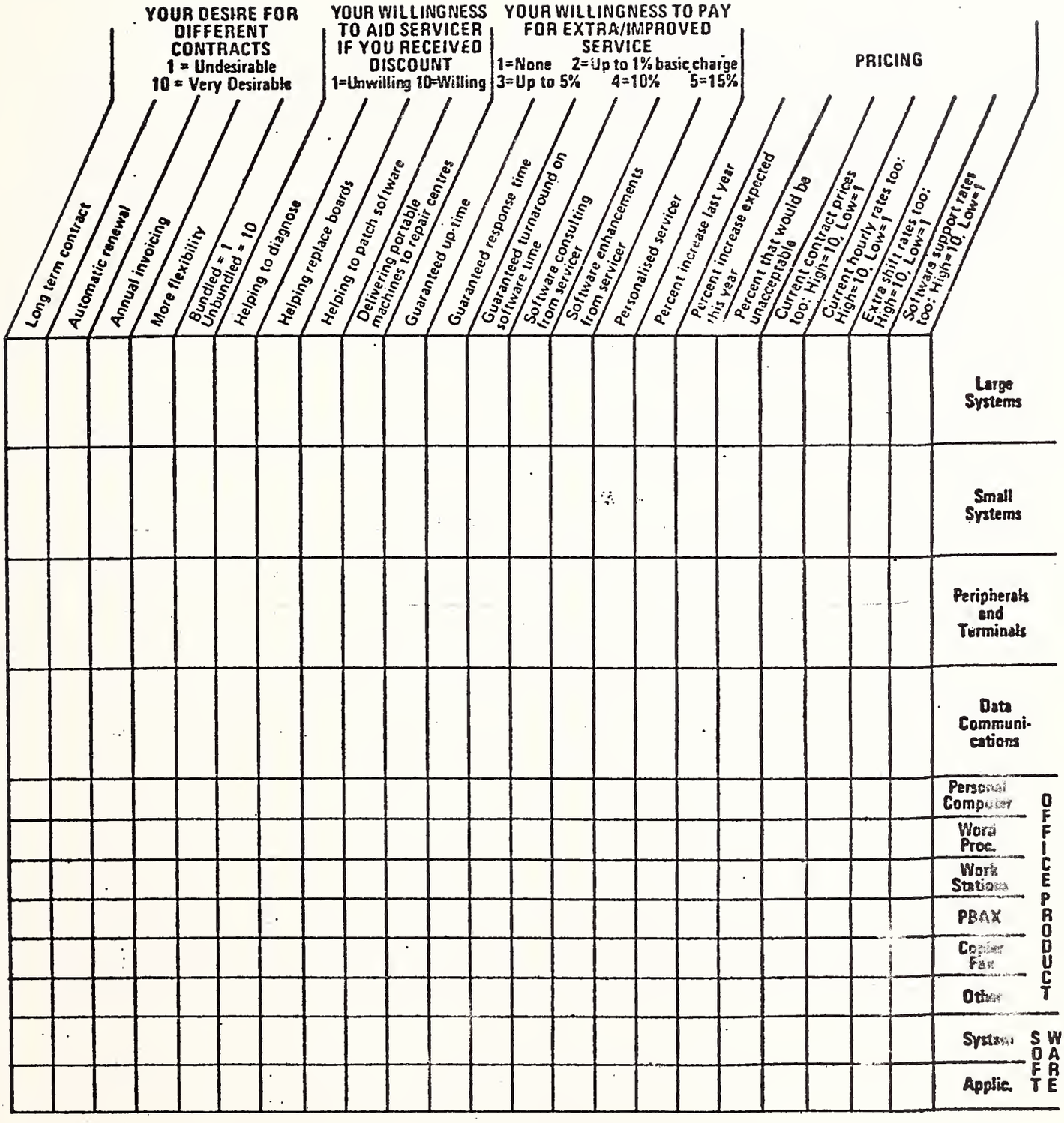
IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important															YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984

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Small Systems	IBM 8100 BUR B800 HON DPS6 H--P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			8.0	8.0	5.0	6.1	-	-	-	-	2.0	9.0	9.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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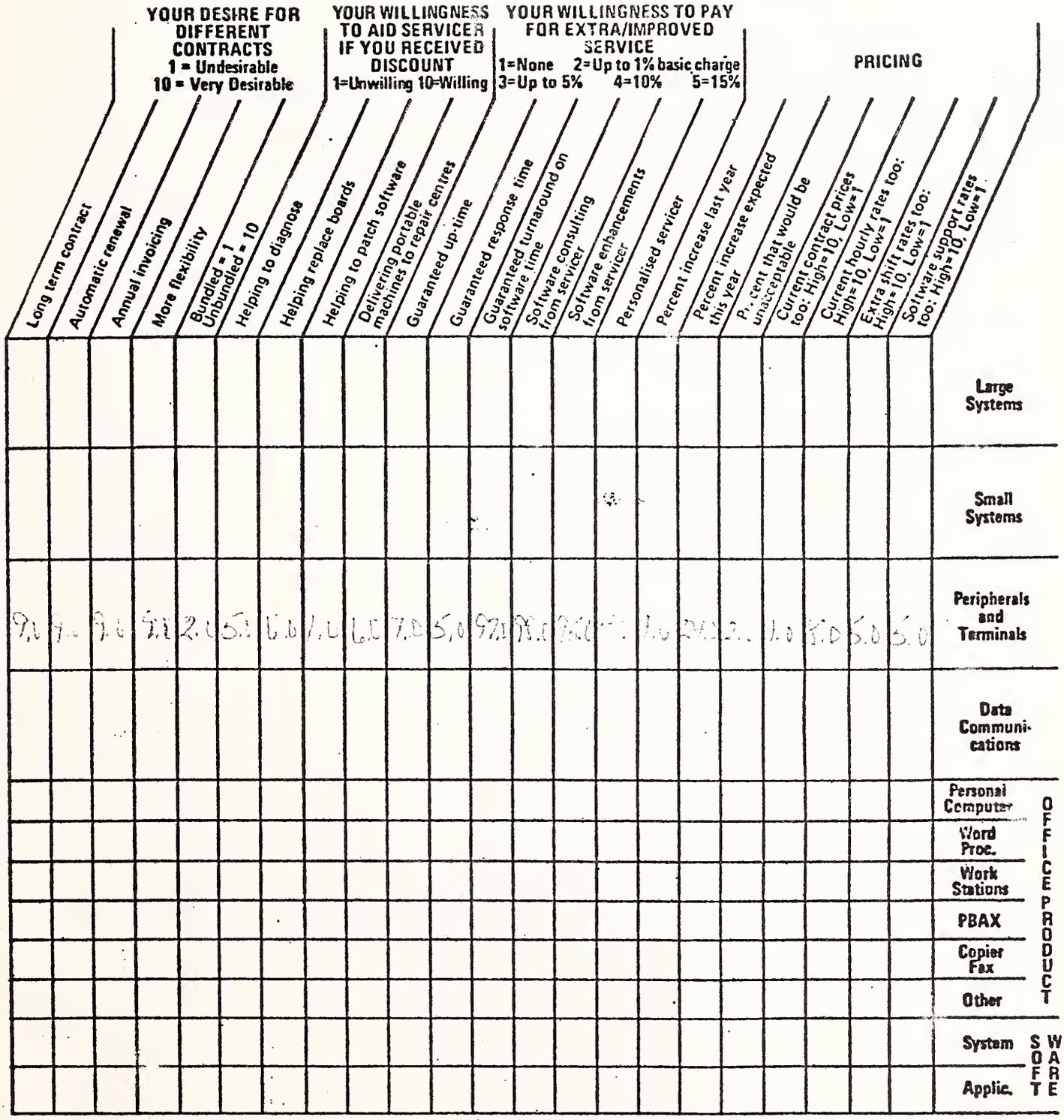
IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
Systems availability	Response time	Repair time	Equipment reliability	Software maintenance	Price of maintenance	Preventive maintenance	Having same engineer each call	Remote diagnostics	Up-time guarantees	Having a choice for service	What are you currently getting	What ideally would you like	What is the minimum you would accept	What are you currently getting	What ideally would you like	What is the longest you can wait	What is the current repair time	Ideally what should it be	What is the maximum time you would accept	1983	1984	1983	1984

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1983 INPUT FIELD SERVICE SURVEY — USERS

Product Classification	Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC—10													
Small Systems	IBM 8100 BUR B300 HON DPS6 H—P 3000 NCR 8200													
Peripherals and Terminals	Self explanatory			7.0	7.0	7.0	6.0	3.0	6.5	7.0	7.0	7.0	7.0	9.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS — Personal Computer	Self explanatory													
OFFICE PRODUCTS — Word Proc.	Self explanatory													
OFFICE PRODUCTS — Work Stations	Self explanatory													
OFFICE PRODUCTS — PBAX	Self explanatory													
OFFICE PRODUCTS — Copier Fax	Self explanatory													
OFFICE PRODUCTS — Other														
SOFTWARE — System	Self explanatory													
SOFTWARE — Applic.	Self explanatory													

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)		YOUR REPAIR TIME (in Hours from arrival)		MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
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5.1	5.0	8.1	3.2																	5.0	9.0	8.0	8.0

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USER QUESTIONNAIRE

FOLLAND

1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control			8.5	7.8	8.5	7.7	8.6	8.7	7.0	7.8	7.7	8.0	8.5
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory													
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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	YOUR DESIRE FOR DIFFERENT CONTRACTS 1 = Undesirable 10 = Very Desirable						YOUR WILLINGNESS TO AID SERVICER IF YOU RECEIVED DISCOUNT 1=Unwilling 10=Willing					YOUR WILLINGNESS TO PAY FOR EXTRA/IMPROVED SERVICE 1=None 2=Up to 1% basic charge 3=Up to 5% 4=10% 5=15%					PRICING						
	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1	
Large Systems																							
Small Systems																							
Peripherals and Terminals																							
Data Communications	8.0	7.0	7.0	7.0	6.0	9.0	8.0	8.0	6.0	6.0	7.0	95.0	95.0	90.0	4.0	1.0	4.0	2.0	2.0	2.0	—	—	
Personal Computer																							OFFICE PRODUCT
Word Proc.																							
Work Stations																							
PBAX																							
Copier Fax																							
Other																							
System																							SOFTWARE
Applic.																							

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—	—	1.0	1.0	1.0	10.0	1.0	1.0	1.0	1.0	10.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	2.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0

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1983 INPUT FIELD SERVICE SURVEY – USERS

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Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10			5.0	10.0	5.0	1.0	5.0	5.0	5.0	5.0	5.0	5.0	10.0
Small Systems	IBM B100 BUR B800 HON DPS6 H–P 3000 NCR 8200			5.0	10.0	5.0	1.0	5.0	5.0	[illegible]	[illegible]	[illegible]	[illegible]	10.0
Peripherals and Terminals	Self explanatory			5.0	10.0	5.0	1.0	5.0	5.0	5.0	5.0	5.0	5.0	10.0
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory													
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory			5.0	5.0	5.0	5.0	5.0	5.0	1.0	5.0	5.0	5.0	
SOFTWARE: Applic.	Self explanatory			5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	

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Large Systems	10.0	10.0	10.0	10.0	10.0	5.0	5.0	5.0	10.0	5.0	75.0	99.0	92.0	1.0	1.0	1.0	2.0	1.0	1.0	10.0	10.0	
Small Systems																						
Peripherals and Terminals																						
Data Communications																						
OFFICE PRODUCT: Personal Computer																						
OFFICE PRODUCT: Word Proc.																						
OFFICE PRODUCT: Work Stations																						
OFFICE PRODUCT: PBAX																						
OFFICE PRODUCT: Copier Fax																						
OFFICE PRODUCT: Other																						
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SOFTWARE: Applic.																						

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10.0	10.0	10.0	1.0	1.0	1.0	10.0	10.0	10.0	10.0	10.0	3.0	5.0	3.0	3.0	2.0	1.0	8.0	7.0	10.0	10.0	10.0	8.0	1.0
10.0	8.0	10.0	1.0	1.0	1.0	10.0	10.0	10.0	10.0	10.0	3.0	5.0	3.0	3.0	2.0	1.0	1.0	7.0	10.0	10.0	10.0	10.0	1.0
10.0	8.0	8.0	1.0	1.0	1.0	10.0	10.0	10.0	10.0	10.0	8.0	5.0	3.0	3.0	2.0	1.0	8.0	7.0	10.0	10.0	10.0	8.0	1.0

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1983 INPUT FIELD SERVICE SURVEY – USERS

Product Classification		Examples	Manufacturer of Your Equipment	Servicer of Your Equipment and Software (if different from Mfr.)	QUALITY OF SERVICE 1 = Low 5 = Average 10 = Excellent: Overall quality of service	Quality of engineers	Quality of service management	Availability of spare parts	Software support capability	Preventive maintenance effectiveness	Remote diagnostics	Quality of information & communication	Value of service compared to price	Quality of marketing & salesmen	Product reliability
	Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
	Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200													
	Peripherals and Terminals	Self explanatory													
	Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS	Personal Computer	Self explanatory													
	Word Proc.	Self explanatory			1.5	6.0	4.0	1.0	1.5	5.0	6.5	5.5	6.0	6.0	6.0
	Work Stations	Self explanatory													
	PBAX	Self explanatory													
	Copier Fax	Self explanatory													
	Other														
SOFTWARE	System	Self explanatory													
	Applic.	Self explanatory													

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Large Systems																										
Small Systems																										
Peripherals and Terminals																										
Data Communications																										
Personal Computer																							OFFICE PRODUCT			
Word Proc.	9.0	8.0	7.0	8.0	6.0	7.0	7.0	7.0	–	–	8.0	9.0	9.0	9	2.0	2.0	0.5	4.0	1.0	1	4.0	6.0				
Work Stations																										
PBAX																										
Copier Fax																										
Other																										
System																							SOFTWARE			
Applic.																										

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Large Systems	IBM 308X BUR B5900 HON DPS7 UNI 90/60 DEC–10													
Small Systems	IBM 8100 BUR B800 HON DPS6 H–P 3000 NCR 8200			8.0	7.0	8.0	7.0	6.0	7.0	–	7.0	8.0	7.0	8.0
Peripherals and Terminals	Self explanatory													
Data Communications	Modems Multiplexers Tech Control													
OFFICE PRODUCTS: Personal Computer	Self explanatory													
OFFICE PRODUCTS: Word Proc.	Self explanatory			8.0	8.0	8.0	7.0	7.0	1.0	–	6.0	7.0	7.0	8.0
OFFICE PRODUCTS: Work Stations	Self explanatory													
OFFICE PRODUCTS: PBAX	Self explanatory													
OFFICE PRODUCTS: Copier Fax	Self explanatory													
OFFICE PRODUCTS: Other														
SOFTWARE: System	Self explanatory													
SOFTWARE: Applic.	Self explanatory													

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	Long term contract	Automatic renewal	Annual invoicing	More flexibility	Bundled = 1 Unbundled = 10	Helping to diagnose	Helping replace boards	Helping to patch software	Delivering portable machines to repair centres	Guaranteed up-time	Guaranteed response time	Guaranteed turnaround on software time	Software consulting from servicer	Software enhancements from servicer	Personalised servicer	Percent increase last year	Percent increase expected this year	Percent that would be unacceptable	Current contract prices too: High=10, Low=1	Current hourly rates too: High=10, Low=1	Extra shift rates too: High=10, Low=1	Software support rates too: High=10, Low=1		
Large Systems																								
Small Systems																								
Peripherals and Terminals																								
Data Communications																								
Personal Computer																							OFFICE PRODUCT	
Word Proc.	7.0	7.0	5.0	8.0	5.0	6.0	9.0	7.0	1.0	3.0	8.0	97.0	97.0	8.0	5.0	4.0	1.8	8.0	2.0	0.8	8.0	5.0		
Work Stations																								
PBAX																								
Copier Fax																								
Other																								
System																							SOFTWARE	
Applic.																								

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IMPORTANCE OF SERVICE ISSUES 1 = Unimportant 5 = Neutral 10 = Very Important														YOUR SYSTEM AVAILABILITY (in Percent)			YOUR RESPONSE TIME (in Hours from 1st call)			YOUR REPAIR TIME (in Hours from arrival)			MAINTENANCE COVERAGE (in Shifts/Week)	EQUIPMENT USAGE (in Shifts/Week)
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5.0	5.0	5.0	8.0	5.0	6.0	5.0	3.0	8.0	2.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	6.0	5.0	11.0	7.0	6.0	-	-

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In your opinion, what are the worst features of the service you are receiving?

—

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	0	100.000 BF
1984		
1985		

What is your attitude to remote diagnostics?

NOT NEEDED

What changes should the vendor take to significantly improve the level of service?

—

What is your attitude to preventive maintenance?

install when less than 2 Hrs.

Have you considered using a Third Party Maintenance vendor, why or why not?

No.

What are the best or most positive aspects of service?

—

Do you receive any special pricing or discount on your maintenance? Please detail.

No

What really annoys you about maintenance?

—

GENERAL INFORMATION

primary business of company: CAR - POWER - MOTOR sales.

total number of employees: 150

number of EDP employees: 15

total EDP budget for 1983 — 1984

are you buying new equipment in 1984? If yes, what? TEXT processor (Wang or IBM).

ALL INFORMATION PROVIDED WILL BE TREATED IN THE STRICTEST CONFIDENCE. INPUT WILL NOT IDENTIFY OR DISCLOSE INFORMATION ON AN INDIVIDUAL BASIS.

THANK YOU. Andy Thomas

PLEASE RETURN A.S.A.P. TO:

ANDY THOMAS
DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Availability of spare parts & right of maintenance & evening or holiday MES

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	9 MBF 115.4	630 KBF 8.1
1984	9,8 MBF 125.6	0,7 MBF 9.0
1985	10,7 MBF 137.2	760 KBF 9.7

What is your attitude to remote diagnostics?

Not in use

What changes should the vendor take to significantly improve the level of service?

See above

What is your attitude to preventive maintenance?

Low profit

Have you considered using a Third Party Maintenance vendor, why or why not?

Yes, for old machines only because maintenance guarantee letter from IBM

What are the best or most positive aspects of service?

Quality of the cascade of engineers

Do you receive any special pricing or discount on your maintenance? Please detail.

No

What really annoys you about maintenance?

See above

GENERAL INFORMATION

primary business of company: Coal mine

total number of employees: 19.000

number of EDP employees: 70

total EDP budget for 1983 135 MBF 1984 150 MBF

are you buying new equipment in 1984? If yes, what?

No

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THANK YOU. Andy Thomas

PLEASE RETURN A.S.A.P. TO:

ANDY THOMAS
DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Some SOFTWARE "maintenance"

Approximately what are your total expenditures for maintenance?

in 1000 BFrs

	Hardware	Software
1983	32.1 2500	12.8 1000
1984	34.6 2700	14.1 1100
1985	38.5 3000	15.4 1200

What is your attitude to remote diagnostics?

I like more that diagnostics are made at the machine

What changes should the vendor take to significantly improve the level of service?

Servis in general is good; the vendor should hold a strong constant group of servis people

What is your attitude to preventive maintenance?

it is less necessary for the new equipment (less mecanical elements)

Have you considered using a Third Party Maintenance vendor, why or why not?

No
I am afraid of the quality; not so usual in Belgium

What are the best or most positive aspects of service?

Servis goes by itself once the contract is made

Do you receive any special pricing or discount on your maintenance? Please detail.

No

What really annoys you about maintenance?

Just the price

GENERAL INFORMATION

primary business of company
SHIPYARDS

total number of employees
2.300

number of EDP employees
22

total EDP budget for
1983 36.000.000 BFrs 1984 40.000.000 BFrs

are you buying new equipment in 1984? If yes, what?
DISK DRIVES
TERMINALS

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THANK YOU. Andy Thomas

PLEASE RETURN A.S.A.P. TO:

ANDY THOMAS
DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Not showing up for preventive maintenance.

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	78.4 345K	6.8 30K
1984	104.5 460K	9.1 40K
1985	113.6 ? 500K	10.2 ? 45K

What is your attitude to remote diagnostics?

low key
must move on onsite diagnostics to be run be operations.

What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

must be done!
During running hours.
Recordings should be made to identify weak parts.

Have you considered using a Third Party Maintenance vendor, why or why not?

Yes, mainly for price but not acceptable with current computers

What are the best or most positive aspects of service?

trained engineers
good test equipment.

Do you receive any special pricing or discount on your maintenance? Please detail.

NO only
surcharges for
24 hour
6 day week
coverage.

What really annoys you about maintenance?

Not showing up for P.M.
of being called away to a more severe problem.

GENERAL INFORMATION

primary business of company
Computer Services

total number of employees
160

number of EDP employees
140

total EDP budget for
1983 18 million 1984 20 million.

are you buying new equipment in 1984? If yes, what?
Large CPU's
+
small systems.

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THANK YOU. Andy Thomas

PLEASE RETURN A.S.A.P. TO:

ANDY THOMAS
DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Price

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983		
1984		
1985		

What is your attitude to remote diagnostics?

Could be interesting if the systems availability improves

What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

Not necessary

Have you considered using a Third Party Maintenance vendor, why or why not?

No
Difficult in Belgium

What are the best or most positive aspects of service?

Skill of engineers
Response time

Do you receive any special pricing or discount on your maintenance? Please detail.

No

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company
PRODUCTION OF WEAVING MACHINES

total number of employees
2000

number of EDP employees
19

total EDP budget for
1983 1984

are you buying new equipment in 1984? If yes, what?
TERMINALS

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THANK YOU. Andy Thomas

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ANDY THOMAS
DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	£ 28.4 Lic exc	£ 4.5 20.000
1984	£ 29.5 130.000	£ 5.7 25.000
1985	£ 29.5 130.000	£ 6.8 30.000

What is your attitude to remote diagnostics?

it will be very good

What changes should the vendor take to significantly improve the level of service?

a higher price

What is your attitude to preventive maintenance?

it must be done

Have you considered using a Third Party Maintenance vendor, why or why not?

No the maintenance to you see is good

What are the best or most positive aspects of service?

fast response

Do you receive any special pricing or discount on your maintenance? Please detail.

no

What really annoys you about maintenance?

no problem

GENERAL INFORMATION

primary business of company
CARPETS

total number of employees
CONCERN 800

number of EDP employees
15

total EDP budget for
1983 2 milj. 1984 2 milj.

are you buying new equipment in 1984? If yes, what?
SCREENS IBM 3178
IBM 4280 system
IBP

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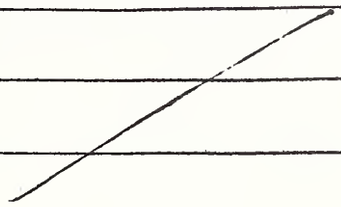
In your opinion, what are the worst features of the service you are receiving?

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	12.8 1900.000 FB	0
1984	15.4 1200.000 FB	0
1985	24.4 1100.000 FB	0

4 YEAR

What is your attitude to remote diagnostics?



What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

Have you considered using a Third Party Maintenance vendor, why or why not?

What are the best or most positive aspects of service?

- RAPIDITE.
- QUALITE

Do you receive any special pricing or discount on your maintenance? Please detail.

NP

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company

total number of employees
300.

number of EDP employees
6

total EDP budget for
1983 1.850.000 1984 1.500.000

are you buying new equipment in 1984? If yes, what?

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AIRWORK HOUSE,
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LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Response Time

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	454.5 2.000.000 BFr	227.3 1.000.000 BFr
1984	545.5 2.400.000 BFr	273.0 1.200.000 BFr
1985	?	?

What is your attitude to remote diagnostics?

Results mostly unpredictable

What changes should the vendor take to significantly improve the level of service?

Respect of delivery planning

What is your attitude to preventive maintenance?

IT'S a MUST

Have you considered using a Third Party Maintenance vendor, why or why not?

NO

What are the best or most positive aspects of service?

quality of engineers

Do you receive any special pricing or discount on your maintenance? Please detail.

NO

What really annoys you about maintenance?

It stops productivity of real-time systems

GENERAL INFORMATION

primary business of company

Oil Cy

total number of employees

170

number of EDP employees

12

total EDP budget for 1983 30.000.000 BF 1984 35.000.000 BF

are you buying new equipment in 1984? If yes, what?

IBM Series 1

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AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

PTF's are only delivered after problem determination

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	458.5 2 MBF	113.6 0.5 MBF
1984		
1985		

What is your attitude to remote diagnostics?

favorable

What changes should the vendor take to significantly improve the level of service?

provide early warnings to emerging problems

What is your attitude to preventive maintenance?

highly desirable because planned stops are preferable to unexpected interruptions

Have you considered using a Third Party Maintenance vendor, why or why not?

no

* the present situation is not alarming
* the possible savings are relatively small

What are the best or most positive aspects of service?

the average MTBF for all systems represents one failure every two weeks

Do you receive any special pricing or discount on your maintenance? Please detail.

no

What really annoys you about maintenance?

having only subscribed to central service from IBM, new releases are not supplied properly

GENERAL INFORMATION

primary business of company
EDP SERVICES

total number of employees
25

number of EDP employees
25

total EDP budget for
1983 64 MBF 1984 70MBF

are you buying new equipment in 1984? If yes, what?
maybe 4341.12

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AIRWORK HOUSE,
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LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

difficult to get contact with right expertise and enough time.

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	BF 600 000 (7.7 / 8.3)	BF 4 mill (5 / 4.5)
1984	BF 650 000	BF 4.5 mill
1985		

What is your attitude to remote diagnostics?

very attached to.

What changes should the vendor take to significantly improve the level of service?

become more customer service oriented

What is your attitude to preventive maintenance?

Have you considered using a Third Party Maintenance vendor, why or why not?

No, not ensuring for IBM equ.

What are the best or most positive aspects of service?

reliability

Do you receive any special pricing or discount on your maintenance? Please detail.

NO

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company: AIR FILTER MANUFACTURING

total number of employees: 400

number of EDP employees: 6

total EDP budget for 1983: 15 Mill BF 1984: 16 Mill BF (19,2)

are you buying new equipment in 1984? If yes, what?

IBM System 38

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AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

SOFTWARE - SUPPORT

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	INCLUDED	IN RENTAL? 4,600.
1984	£ 14,000.	5,000.
1985	£ 15,000.	5,000.

What is your attitude to remote diagnostics?

THE INTENTION IS OK, WE NEVER HAD ANY PROFFIT OF IT

What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

VERY IMPORTANT

Have you considered using a Third Party Maintenance vendor, why or why not?

NO, NOT FOR IBM-DEVICES.

What are the best or most positive aspects of service?

Do you receive any special pricing or discount on your maintenance? Please detail.

FOR TERMINALS:

FIXED PRICE FOR 3 YEARS

What really annoys you about maintenance?

IT TAKES TOO MUCH TIME BECAUSE OF BAD PLANNING

GENERAL INFORMATION

primary business of company: ANIMAL FOOD

total number of employees: 350

number of EDP employees: 10

total EDP budget for 1983 1984

are you buying new equipment in 1984? If yes, what? YES: TERMINALS & PC's

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AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

lack of stock

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983 BF	115.4 9.000.000.-	5.8 450.000.-
1984	—	—
1985	—	—

What is your attitude to remote diagnostics?

positive

What changes should the vendor take to significantly improve the level of service?

guarantee more service.

What is your attitude to preventive maintenance?

Negative

Have you considered using a Third Party Maintenance vendor, why or why not?

No

What are the best or most positive aspects of service?

quality of engineers

Do you receive any special pricing or discount on your maintenance? Please detail.

None

What really annoys you about maintenance?

the breakout of the system.

GENERAL INFORMATION

primary business of company

insurance

total number of employees

520.

number of EDP employees

14

total EDP budget for (without budget)

1983 1984

are you buying new equipment in 1984? If yes, what?

None

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AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

SOFTWARE SUPPORT

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	12.8 1.000.000 BF	6.4 500.000 BF
1984	13.7 1.070.000 BF	6.9 535.000 BF
1985	14.7 1.150.000 BF	7.4 575.000 BF

What is your attitude to remote diagnostics?

POSITIVE but SCEPTICAL

What changes should the vendor take to significantly improve the level of service?

Develop a larger and more competent software - staff.

What is your attitude to preventive maintenance?

preventive maintenance is often more harmfull than usefull

Have you considered using a Third Party Maintenance vendor, why or why not?

no - fear of conflicts

What are the best or most positive aspects of service?

Competence of field engeneers

Do you receive any special pricing or discount on your maintenance? Please detail.

no

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company
BANKING

total number of employees
90

number of EDP employees
6

total EDP budget for
1983 15.000.000 BF 1984 17.000.000 BF

are you buying new equipment in 1984? If yes, what? no

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LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Response to software problems

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	Of/350.000 (79.D)	Of/10.000 (2.3)
1984	Of/500.000 (113.6)	Of/30.000 (6.8)
1985	Of/750.000 (170.4)	Of/50.000 (11.4)

What is your attitude to remote diagnostics?

Open

What changes should the vendor take to significantly improve the level of service?

Improve communications channels and software service level

What is your attitude to preventive maintenance?

Only required if really a must

Have you considered using a Third Party Maintenance vendor, why or why not?

Yes third party maintenance for all terminal equipment for ease of use and price

What are the best or most positive aspects of service?

Flexibility of staff

Do you receive any special pricing or discount on your maintenance? Please detail.

Long term discount (three years 10%)

What really annoys you about maintenance?

Complete loss of the system.

GENERAL INFORMATION

primary business of company: Copier Assembly

total number of employees: 2000

number of EDP employees: 35

total EDP budget for 1983 Of/15 million 1984 Of/18 million

are you buying new equipment in 1984? If yes, what? DG MVdata or VAX 780.

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LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

wrong hardware repairs

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	± 50.000 £	0
1984	± 50 000 £	0
1985	± 50 000 £	0

What is your attitude to remote diagnostics?

positife

What changes should the vendor take to significantly improve the level of service?

better response time

What is your attitude to preventive maintenance?

positif

Have you considered using a Third Party Maintenance vendor, why or why not?

no to much troubles with vendor

What are the best or most positive aspects of service?

contact with service people, their knowledge of the machine

Do you receive any special pricing or discount on your maintenance? Please detail.

yes discount for educational institute (university)

What really annoys you about maintenance?

repair and response times.

GENERAL INFORMATION

primary business of company
EDUCATION - SCIENCE

total number of employees
± 500

number of EDP employees
4

total EDP budget for
1983 325.000 1984 ± 325.000

are you buying new equipment in 1984? If yes, what?
NO.

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DIRECTOR FIELD SERVICE,
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AIRWORK HOUSE,
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LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

time lag

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	45,5 / 200.000	?
1984	91.0 / 400.00	?
1985	113.6 / 500 000	?

What is your attitude to remote diagnostics?

Positive

What changes should the vendor take to significantly improve the level of service?

none

What is your attitude to preventive maintenance?

Positive

Have you considered using a Third Party Maintenance vendor, why or why not?

No

What are the best or most positive aspects of service?

We don't have to explore on our technical staff

Do you receive any special pricing or discount on your maintenance? Please detail.

No

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company

Dairy industry

total number of employees

3 000

number of EDP employees

10

total EDP budget for

1983 35.106 1984 45.106

are you buying new equipment in 1984? If yes, what?

Small systems

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AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

None

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	± 200 000 Fb	± 100 000 Fb
1984	+7 %	+7 %
1985	+7 %	+7 %

What is your attitude to remote diagnostics?

Presence is more productive.

What changes should the vendor take to significantly improve the level of service?

None

What is your attitude to preventive maintenance?

✓

Have you considered using a Third Party Maintenance vendor, why or why not?

No - We are happy from CANON

What are the best or most positive aspects of service?

Rapidity and effective service

Do you receive any special pricing or discount on your maintenance? Please detail.

No.

What really annoys you about maintenance?

Time Loss in working.

GENERAL INFORMATION

primary business of company: Office Products

total number of employees: 500

number of EDP employees: 5

total EDP budget for 1983 1 M 1984 1 M

are you buying new equipment in 1984? If yes, what?

No.

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35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Service Bureau is not very supple for

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983		
1984		
1985		

What is your attitude to remote diagnostics?

What changes should the vendor take to significantly improve the level of service?

dedicate at the Bureau several "account Analysis" - Products - software

What is your attitude to preventive maintenance?

Have you considered using a Third Party Maintenance vendor, why or why not?

What are the best or most positive aspects of service?

Do you receive any special pricing or discount on your maintenance? Please detail.

What really annoys you about maintenance?

GENERAL INFORMATION

primary business of company
BROKERAGE INSURANCE

total number of employees
380

number of EDP employees
9

total EDP budget for
1983 1.000.000$1984 ~

are you buying new equipment in 1984? If yes, what?
PC

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In your opinion, what are the worst features of the service you are receiving?

NONE

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	Dfl 80.000	18.2 —
1984	Dfl 85.000	19.3 —
1985	Dfl 90.000	20.5 —

What is your attitude to remote diagnostics?

CAN HELP

What changes should the vendor take to significantly improve the level of service?

NONE

What is your attitude to preventive maintenance?

RESTRICT TO MECHANICAL SECTIONS

Have you considered using a Third Party Maintenance vendor, why or why not?

NOT YET

What are the best or most positive aspects of service?

SHORT RESPONSE AND REPAIR TIME

Do you receive any special pricing or discount on your maintenance? Please detail.

NO

What really annoys you about maintenance?

N.A.

Please change present mailing as MR A.P. DEN BESTEN retired

GENERAL INFORMATION

primary business of company: MANUFACTURING

total number of employees: 800

number of EDP employees: 8

total EDP budget for 1983 Dfl 1000.000 - 1984 Dfl 1.100.000 -

are you buying new equipment in 1984? If yes, what? EXTENSION OF IBM 38/5 ⇒ 38/7

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INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

Intermittent failures are not found.

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	6.480.000 BF	
1984	6.500.000 BF	
1985	?	

What is your attitude to remote diagnostics?

It's o.k. when you're far from service-center.

What changes should the vendor take to significantly improve the level of service?

Better personel for software maintenance.

What is your attitude to preventive maintenance?

Yes for printers

Have you considered using a Third Party Maintenance vendor, why or why not?

No, we never had the choice

What are the best or most positive aspects of service?

Speed (if needed)

Do you receive any special pricing or discount on your maintenance? Please detail.

No.

What really annoys you about maintenance?

The intermittent failures that can't be solved.

GENERAL INFORMATION

primary business of company: Paper products

total number of employees: 200

number of EDP employees: 3

total EDP budget for 1983 5.500.000 BF 1984 6.500.000 BF

are you buying new equipment in 1984? If yes, what?

Terminals

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35 PICCADILLY,
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In your opinion, what are the worst features of the service you are receiving?

HARDWARE SUPPORT:
DELAY;
SOFT-SUPPORT:
INCOMPETENCE

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983		
1984		
1985		

What is your attitude to remote diagnostics?

POSITIVE

What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

I LIKE IT VERY MUCH BUT WE DO NOT HAVE ANY.

Have you considered using a Third Party Maintenance vendor, why or why not?

NO; WHO IS RESPONSIBLE IN THE END?

What are the best or most positive aspects of service?

C-E-: ONCE THEY ARRIVE THEY DO A GOOD JOB;

Do you receive any special pricing or discount on your maintenance? Please detail.

NONE

What really annoys you about maintenance?

SHOULD BE 95% ONLINE INSTEAD OF 50%.

GENERAL INFORMATION

primary business of company
INSURANCE

total number of employees
BELGIUM: ± 110 FRANCE ± 140

number of EDP employees
B: 3-4 FRANCE: 4-5

total EDP budget for BELGIUM
1983 ± 15 M.BF. 1984 ± 15 M.BF.

are you buying new equipment in 1984? If yes, what?
NO WE JUST BOUGHT EVERYTHING.

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35 PICCADILLY,
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In your opinion, what are the worst features of the service you are receiving?	Approximately what are your total expenditures for maintenance?	What is your attitude to remote diagnostics?
Service is good.	Hardware / Software 1983 None BF 1984 — / 1985 — /	

What changes should the vendor take to significantly improve the level of service?	What is your attitude to preventive maintenance?	Have you considered using a Third Party Maintenance vendor, why or why not?
	We have no preventive maintenance. For the disk drives IBM 3370 it is however advisable	No. I don't know a Company who maintains IBM equipment.

What are the best or most positive aspects of service?	Do you receive any special pricing or discount on your maintenance? Please detail.	What really annoys you about maintenance?
	No	

GENERAL INFORMATION

primary business of company: Shock absorbers

total number of employees: 900

number of EDP employees: 8

total EDP budget for 1983 1 7 000 000 BF 1984 18 000 000

are you buying new equipment in 1984? If yes, what?
Only terminals.

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INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

In your opinion, what are the worst features of the service you are receiving?

?

Approximately what are your total expenditures for maintenance?

Hdft.

	Hardware	Software
1983	159.0 700 000	18.2 80 000
1984	125 550 000	18.6 82 000
1985	131.8 580 000	19. 84 000

What is your attitude to remote diagnostics?

no experience

What changes should the vendor take to significantly improve the level of service?

?

What is your attitude to preventive maintenance?

unimportant

Have you considered using a Third Party Maintenance vendor, why or why not?

Yes, service in a hand
better responsiveness
better services
lower costs
all included

What are the best or most positive aspects of service?

Quick service

Do you receive any special pricing or discount on your maintenance? Please detail.

no

What really annoys you about maintenance?

price ↔ performance

GENERAL INFORMATION

primary business of company
food / sales coffee / tobacco

total number of employees
± 3600

number of EDP employees
± 85

total EDP budget for 2613
1983 11.500.000 1984 12.000.000

are you buying new equipment in 1984? If yes, what?
T.P. controller, P.C.'s
terminals

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DIRECTOR FIELD SERVICE,
INPUT LTD.,
AIRWORK HOUSE,
35 PICCADILLY,
LONDON, W1V 9PB

Planning Services For Management INPUT

In your opinion, what are the worst features of the service you are receiving?

Approximately what are your total expenditures for maintenance?

	Hardware	Software
1983	Dfl 180,000 / 40.9	Dfl 40,000 / 9.1
1984		
1985		

What is your attitude to remote diagnostics?

NEUTRAL.

What changes should the vendor take to significantly improve the level of service?

What is your attitude to preventive maintenance?

POSITIVE

Have you considered using a Third Party Maintenance vendor, why or why not?

NO.

NOT AVAILABLE

What are the best or most positive aspects of service?

Do you receive any special pricing or discount on your maintenance? Please detail.

NO

What really annoys you about maintenance?

1) INABILITY TO JUDGE QUALITY AND SPEED OF DIAGNOSIS AND REPAIRS.

2) SOFTWARE LOCAL SUPPORT CONTRACTS.

GENERAL INFORMATION

primary business of company
CONTRACTING, ENGINEERING PETROCHEMICAL PLANTS

total number of employees
800

number of EDP employees
30

total EDP budget for
1983 1984

are you buying new equipment in 1984? If yes, what?
CAD SYSTEM

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